



# PRACTICE MAKES PERFECT

TRAINING  
WITH 'ROBOTS'

**PAGES 20-21**



## COMPETITION

PUT A SPRING  
IN YOUR STEP

**PAGES 12-13**



## ON THE FRONT LINE

WITH SYRIAN REFUGEES

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# YOU'VE BEEN FRAMED

**It may not be the Tate or the Louvre but Forth Valley Royal Hospital is soon to have its own art gallery. Staff and longer-stay patients are being invited along to a 'Choosing Wall' in the Learning Centre, and asked to select works by local artists which they would like to see in consulting rooms, ward corridors and waiting areas. The idea is the result of a collaboration between NHS Forth Valley and First4Frames in Falkirk.**

The framed paintings and prints, which have to weigh less than 6 kgs, will be hung securely from the hospital's suspended ceilings, and will be

loaned for at least six months. Paintings will be for sale and those that are sold will be replaced, if possible, by a picture by the same artist.

NHS Forth Valley Charitable Arts and Wellbeing Co-ordinator Babs McCool said: "This is a fantastic opportunity for both the hospital and local artists. Forth Valley Royal has a wealth of exhibition space and given the volume of people who attend the building, it is a wonderful place to showcase artworks."

Should the project be successful, it could be extended to Falkirk and Stirling Community Hospitals.

For more information, please contact Bob Macintosh at First4Frames 01324 466333 or Babs McCool at NHS Forth Valley 01324 567492.

## TOP DESIGN TEAM VISIT MENTAL HEALTH UNIT

**The expertise of a leading team of designers, engineers and architects from the Royal College of Art is being used to try to create a brighter and 'softer' environment for patients in the mental health unit at Forth Valley Royal Hospital.**

The five strong team, part of the Helen Hamlyn Centre for Design, have mapped out how patients and staff use corridors, dining and sitting rooms at different times of day and night. They have also interviewed patients, relatives, clinical, allied health professionals and administrative staff.

NHS Forth Valley Arts Co-ordinator Babs McCool said: "The team built up a detailed picture of how the unit works, and their findings will be used to develop designs to further enhance the clinical environment. This has been a fantastic opportunity to tap into some of the most artistic talent in the UK and I am really excited by the research and to learn about their ideas."

User groups from across Forth Valley, local artist Sharon Quigley and visual artist Jacqueline Donachie have also been involved in generating ideas. With the three stages of fieldwork complete, the designers and artists are now developing detailed proposals. Should fundraising prove successful, their vision will be translated into designs and artwork which will be installed throughout the mental health unit.

The funding for the research is being supported by Creative Scotland's Public Art Research and Development Investment Programme and the project partners include the University of Stirling's School of Nursing, ForthHealth and Serco.

# I'M A YOUNG CARER – TALK TO ME

## NEW CARD SCHEME AIMS TO HELP YOUNG PEOPLE ACCESS INFORMATION

Young carers across Forth Valley can now be given more information by health professionals about the person they are looking after. The new scheme, in which young carers are being issued with an authorisation card, is being run as a pilot.

The aim of the project is to raise awareness of young carers and have their role as a young carer better recognised by health professionals. It is hoped the card will make it easier for young people to gain access to agreed information about the cared-for person.

NHS Forth Valley Director of Public Health, Dr Anne Maree Wallace said:

“Not only will young people be able to learn more from health professionals about the medical condition of who they are caring for, but if they live with a service user they may well have useful information about the person's condition and day to day experiences which could prove valuable in assessing future care needs.”

The card is intended to help young carers understand the illness of the person they care for, become better involved in health issues and have permission from healthcare



professionals to know about the type of treatment being undertaken.

However it will not automatically give the young carer the right to information; this will be down to the discretion of the individual healthcare professional.

Young carers' services across Forth Valley are backing the scheme. They will provide a contact point for health professionals and will help evaluate the project at the end of the pilot.

Young carers who would like a card should contact:

Falkirk and Clackmannanshire Young Carers Project: Tel 01324 611510 [www.carersfalkirk.org.uk](http://www.carersfalkirk.org.uk); Stirling Young Carers Service: Tel: 01786 447003 [www.carers.org/local-service/stirling](http://www.carers.org/local-service/stirling)

# SHARE YOUR STORY

**Are you going through a life-changing experience or about to face a new challenge? NHS Forth Valley's Visual Artist in Residence wants to hear your story.**

Lindsay Perth is looking for collaborators who are about to embark on/are going through a life-changing experience. This can be anything from cancer treatment to retirement, or even graduating from university. Everyone experiences different

challenges and changes in life – some harder than others - and Lindsay would like to hear about all of them.

The purpose of these private discussions is to aid research for a series of choreographed photographs which will use models, although if you are comfortable being photographed for your own story this would also be very welcome.

Anyone interested should contact Lindsay Perth at [Lindsay@lippi.org](mailto:Lindsay@lippi.org) or Babs McCool, NHS Forth Valley's

Charitable Arts and Wellbeing Coordinator at [babs.mccool@nhs.net](mailto:babs.mccool@nhs.net) or telephone 01324 567492.



*I try to imagine you in your surroundings*

Lindsay's arts residency blog can be found at [www.lippi.org/artistresidency](http://www.lippi.org/artistresidency)



# WOODLANDS ARE GOOD FOR YOU!

It's official! Spending time in hospital woodland is good for you, leading to decreased stress, reduced cardiovascular, obesity and diabetes risks, and better joint and muscle health.

That's the conclusion of a study by NHS Forth Valley in partnership with Forestry Commission Scotland and the University of the Highlands and Islands.

The report's authors noted that at the start of the project – Hospital Grounds Re-imagined - partners arrived with anecdotal evidence of such spaces being little more than smokers' hang-outs, helicopter landing sites and seagull havens! However their conclusion recognises the vital role that hospital woodlands play in improving our overall

health and wellbeing.

The report recommends that Tai Chi classes, arranged as a pilot in the green space surrounding Forth Valley Royal Hospital, should be rolled out on a longer term basis. It also suggests that the very successful Cardiac Rehabilitation programme should be offered regularly and an assessment carried out to see whether it would be beneficial for other patient groups such as cancer and stroke patients.

A toolkit based on the study is now available for staff and stakeholders and a copy can be found on the woodland section of the Forth Valley Royal Hospital website.



## ARE YOU READY TO VOLUNTEER? THE COMMONWEALTH GAMES GLASGOW 2014 23 July to 3 August 2014

Memories of the Olympic Games in London 2012 will remain with us with for years, and their legacy will live on through our children and young people. Many volunteers, from all walks of life, gave their time and energy to make the Olympics the success that it was. Many others would like to have been involved, but were not able to.

Glasgow is now preparing itself to host the Commonwealth Games in the summer of 2014, and work is well underway to make this event every bit as

successful as London.

As well as lay people, applications are welcomed from nurses and other healthcare professionals with a background in emergency, acute and primary care, who are willing to bring their expertise to this event. With your help the organisers can make this a Games to remember and something to be proud of.

In return you will have an opportunity to join in the atmosphere and the fun, as well as making a valuable contribution to caring for the athletes and their families in the Polyclinic, Games Family

Hotel and Games Venues. Training will be provided, and the camaraderie is guaranteed. All we need is eight days of your time and your enthusiasm!

The volunteering portal is now open, and the organisers would love to hear from you, so why not visit the 2014 website at [www.Glasgow2014.com](http://www.Glasgow2014.com) and <http://glasgow2014.com/volunteering>. [glasgow2014.com/medical-roles](http://glasgow2014.com/medical-roles) and get on board.



# GOOD IDEAS FROM STAFF SAVE MONEY

As you know, work has been taken forward over the last year to develop and implement a wide range of saving plans across the organisation. Much of this work has focussed on tackling a number of existing service issues which have been causing overspends and avoiding additional costs. As a result of these efforts, we are projecting a balanced budget by the end of March 2013. While this is a significant achievement in what has been a very difficult financial environment, further savings will have to be found over the next three years to stay within budget.

In 2013/14 we estimate that we need to find around £11m (3%) of further savings to keep pace with a wide range of rising costs. These include rising energy and utility bills, property rates and rent as well as the increasing cost of medicines, equipment and supplies. An ageing population and advances in technology also pose significant financial

challenges for the NHS across Scotland.

Finding these additional savings will be a real challenge, but we know from recent experience that small, simple changes can make a real difference. For example, turning off lights and computers can cut our energy bills and turning off taps reduces water bills. This will not only save the organisation money but also help the environment.

Listening to suggestions from staff has also made a difference. The recent staff suggestion scheme generated a good response and all feedback was reviewed. Although it was not possible to take forward all the suggestions, as some are governed by national NHS terms and conditions, many of the ideas have been adopted. These include a different way of distributing pay slips which has reduced postage costs, and work is now underway to move to electronic pay slips which will save thousands of pounds. Changes have also been made to a number of stock items and supplies, including stationery, again generating considerable savings.

Examples implemented by the Women



and Children's Unit include reviewing the size of sterile water unit purchased and using disposable wipes rather than sterile cotton wool. This provides greater consistency and improved continuity as the product used in hospital is now the same as the one used at home. The Unit has also reviewed the protocol for post natal haemoglobin checks which has led to the implementation of specific criteria, reduced tests and improved clinical and patient pathways.

If you have any more ideas or suggestions for saving money and reducing costs please email these to [FV-UHB.Savings-Ideas@nhs.net](mailto:FV-UHB.Savings-Ideas@nhs.net). All suggestions will be considered and feedback provided.

## NEW BOWEL SCREENING CAMPAIGN LAUNCHED

The Scottish Government's 'Detect Cancer Early' campaign is back for 2013, and this time campaigners are raising awareness of bowel cancer screening.

One in every 19 Scots will develop bowel cancer at some point in their lives, making it the third most common cancer in Scotland. However if it is detected and treated in the early stages, 90% of those people will survive.

The Scottish Bowel Screening Programme was launched in 2007 and

anyone aged between 50 and 74 years is urged to participate as the risk of developing bowel cancer increases with age. The symptoms are often hidden early on and screening can mean that it can be detected and treated before even your GP can see it.

Signs of bowel cancer to look out for include bleeding/blood in stools, significant changes in bowel movements that last for over six weeks, severe stomach pain, fatigue and sudden weight loss.

Volunteers will be hosting road-shows across Scotland over the next few

months, with Forth Valley's event being held at Morrisons on Clackmannan Road in Alloa on March 15th.

The screening process is simple – and could potentially save a life. Find out more at [www.bowelscreeningtest.org](http://www.bowelscreeningtest.org)





# **JOBS SUCCESS FOR ESTATES TEAM**

Seven young people have now got a job – thanks to the NHS Forth Valley Estates team based at Stirling Community Hospital. The team were nominated in the Training Provider of the Year category at the annual 'Backing Falkirk's Future' awards which are organised by the local council.

The team were led by Estate Services Manager Conrad Binnie, and of the eight trainees they mentored on a 40-week work experience programme, seven moved into full-time employment. The placements covered various trades, such as engineering, joinery and plumbing.



## **WINNERS ALL THE WAY**

Last year a team of ICT staff decided to run the Glasgow Great Scottish run to help raise funds for Yorkhill Children's Foundation after the devastating news that the daughter of Head of ICT, Scott Jaffray, had been diagnosed

with a brain tumour at the age of 12.

The team trained hard and everyone successfully completed the race in very reasonable times with no major injuries to report.

As a result of their efforts, the ICT team, along with Scott and Elaine

Jaffray, would like to thank everyone for their generous donations and sponsorship. Also a big thank you to everyone who bought raffle tickets and donated prizes. The grand total raised for Yorkhill Children's Foundation was £4754.38 with gift aid which exceeded everyone's expectations.



# BREAST (AND SUCROSE) IS BEST

Innovative work undertaken in the neonatal unit at Forth Valley Royal Hospital has been showcased at a national conference in Montreal, Canada. The presentation was given by Senior Sister Anne Vallance and Sister Midwife Cathy Brown, and featured the extensive measures carried out by the team to reduce hospital acquired infections.

In addition, a poster presentation highlighted efforts which are being used in the Forth Valley unit to relieve pain in new born babies. This includes putting a drop of breast milk or sucrose onto the tip of a baby's tongue two minutes before a potentially painful procedure, such as inserting a cannula. The sweet taste causes the release of natural endorphins making baby more at

peace and the effect is further enhanced by the sucking process.

Senior Sister Anne Vallance said: "Attendance at this conference was a proactive way for us to demonstrate our success in trendsetting schemes at Forth Valley Royal Hospital. All too often the media report on bad performance, mistakes and errors. This amazing opportunity allowed us to portray our skills and achievements which have resulted in improved patient care and safety."

The conference was organised



by the Canadian Association of Neonatal Nurses with the theme "Nursing is our passion, knowledge is our power – let's share it."

The trip to Canada also included a professional visit to a local neonatal unit and several new ideas are now being evaluated and considered for use in Forth Valley.

# FROM LARBERT... TO LAPLAND!

Learning Disability inpatients from our Lochview facility in Larbert recently completed a virtual walk to Lapland, to help promote health and exercise amongst the learning disability client group.

They were joined by staff from physiotherapy, occupational therapy, speech and language therapy and psychiatry, along with nurses, allied health professionals and friends.

Each participant wore a pedometer provided by health promotion to count the number of steps they took each week in the run up to Christmas.

There are approximately 2,000 steps in a mile,

and as a whole the team took 2,529,028 steps, which was the equivalent of 1264 miles – the same distance they would have covered walking from Larbert to Lapland.

Along the way participants were given incentive prizes, and on completion of the challenge each patient was given a certificate and a goody bag with prizes.

This was a huge achievement for our determined Lochview patients and staff are extremely proud of their hard work.





# INSIDE A REFUGEE

***More than four million Syrians have fled the civil war in their country, with another 700,000 Syrian refugees in neighbouring Lebanon, Turkey, Iraq and Jordan. The flow of refugees into camps and host communities continues to swell, putting a strain on already limited resources. Cold, disease and hunger are now the enemy. NHS Forth Valley paediatric consultant, Dr Gasshan Al-Hourani and his son Dr Ammar Al Hourani, a local General Dental Practitioner, recently visited a refugee camp on the Turkish/Syrian border with the Scottish-based charity Aid4All. This is the account of Dr Al-Hourani senior.***

After seeing the suffering of the Syrian people through various media outlets for roughly 22 months we felt we had a moral duty to help. What drew us to this mission was the encroaching winter and what would befall the women and children who make up the vast majority of the camp population.

We took the decision to work at the Atmeh refugee camps, a sprawling collection of white tents that pours down a muddy hillside packed with olive trees and vast open farmlands in the border between Syria and Turkey. This camp houses 12,000 refugees, many of whom had fled from the nearby villages and cities. It is poorly funded and lacks all the basic services from sanitation, to education for the kids.

The most common illnesses were upper and lower respiratory tract infections, exacerbation of asthma due to very cold weather and the inhalation of smoke from burning wood, and gastroenteritis, caused by the lack of clean water and unavailable basic sanitation.

In addition, the daily stresses faced by women in the camps meant those who breastfed their children had great difficulty doing so. As a result there was an urgent need for baby milk powder. Aid4All helped purchase and distribute 1000 boxes of

baby milk; one box can help feed an average new born for 3-4 days. However, their mothers tend to water down the milk to last 10-12 days. There is also an urgent need for immunisation for the thousands of children living there.

After managing hundred of cases and having discussed the medical situation within the camp with several medical professionals from around the world who had also come to volunteer, we came to the agreement that we had to open an outpatient clinic that offered consultations to the children inside the





# SYRIA IN CAMP

camps and the surrounding areas. We also decided that due to the high cost of sending paediatric cases to Turkey for treatment the answer might lie in opening a small children's hospital. This was a joint decision taken with other charities and will of course involve Aid4All which is supported and recognized by the Scottish Parliament.

This hospital, a project which will require long term financial support, will offer a 24 hour emergency outpatient clinic, seven inpatient beds and four incubators. Three paediatric residents will work there and my role will be to offer long distance support as well as online consultation and training.

I urge you to support this mission. During the minutes it has taken me to write this article, thousands of children have continued to suffer from intense cold and lack of food and water. Many are sick and need urgent medical care. Together we can make a difference.

To find out more about Scottish Aid4All and make a donation visit:  
[www.aid4all.net](http://www.aid4all.net)





# A BIG THANKS signpost

The generosity of staff in NHS Forth Valley, who helped provide goodies for Christmas hampers, has been recognised by the drug and alcohol support service, Signpost Recovery. Several big organisations and retailers got together to play Santa, and more than 70 hampers were delivered to service users. In addition, 81 children benefitted from a Santa sack containing several gifts.

Signpost staff say they were humbled at the emotional response from

individuals and families, and want to say a big thank you to those who made Christmas brighter for so many people.



## LAUGH OUT LOUD

Colleagues from across NHS Forth Valley recently attended a retirement tea for Information Manager Bill Gray.

Bill began working with NHS Glasgow 32 years ago in Medical Records. He then moved to the NHS Forth Valley Medical Records team in 1993 and quickly became part of the IT Team based within Falkirk Royal Infirmary. In 1996

he was appointed Information Manager at Stirling Royal Infirmary and stayed in this post until he retired.

Bill worked with so many people from different departments over the years and was very well respected for his hard work and dedication to the job. His infectious laugh and incredible sense of humour will be missed by everyone.



## WELL DONE HELEN

Congratulations to Child Protection Nurse Advisor Helen Ballantyne, who was recently awarded an MSc with Distinction in Applied Studies (Child Welfare and Protection).

For the past two years Helen has juggled studying part time while maintaining her day job in the Child Protection Department for NHS Forth Valley at Larbert Police Station.

Colleagues from the Child Protection Department would also like to say well done on your fantastic achievement, which the whole organisation will benefit from.





# TRYSTPARK GYM IS A HIT!

**More than 60 people have now enrolled at a new state-of-the-art gym which has been set up at the Trystpark site in Larbert. The gym opened to members in November 2012 thanks to a funding application by Clinical Nurse Manager Claire Lamza to the NHS Forth Valley legacy fund.**

Money kindly left to the fund by Miss Isobel Wynne meant that the department was able to secure £8,500 for gym equipment including rowing machines, treadmills, cross-trainers and free weights.

Nursing assistants Alec Watson and Alec Wright - who had to take an intense two-day training course including a written exam giving them safety qualifications to work in the gym – are pleased with the uptake and wish to expand:

“It’s got to the point that people are actually queuing to use equipment,”

explains Alec Watson. “Around 20 – 25 staff and residents are now using the gym daily, and some are coming in twice a day.

“A lot of people helped us develop the gym and we would like to thank Claire Lamza, Deputy Charge Nurse Julia Selbie, and Charge Nurses Julia Ferrari and Sharon Drummond for their help. We would also like to thank Julie at Powerhouse (who supplied the equipment) and Wai Mun Lee, Falkirk

College’s Leisure Facility Co-ordinator. We wouldn’t have this service without their input.”

The two Alecs say there is still lots of space and they would like to expand further and bring in new equipment. The pair are confident the demand is there and say they’re currently looking for additional funding. They add that the gym is helping promote both health and fitness to staff and residents alike.





GET SOME **ANGEL LOVING CARE** THIS SPRING



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This package offers 45 minutes of escapism, pampering and indulgence, including a mini hot stone massage and scrub, and a mini pick-me-up facial.

Angel Loving Care offers various beauty treatments, from non-surgical facelifts to their 'bad-back-clinic' massage.

For staff they also offer the NHS Pamper Ritual, which includes a soothing back, neck, shoulders and scalp massage, heat therapy and Spa Prescription Cleanse/exfoliation for just £39 – a 50% discount for an hour of escapism!



See **[www.angellovingcare.co.uk](http://www.angellovingcare.co.uk)** for more info

All you need to do to be in with a chance of winning is answer this question:

# Q: Where can you find Britain's only natural thermal spa?

Send your answers to: [FV-UHB.StaffNewsCompetition@nhs.net](mailto:FV-UHB.StaffNewsCompetition@nhs.net) by the 25th April 2013.

Alternatively you can send it by post to NHS Forth Valley, Communications Department, Careseview House, Castle Business Park, Stirling, FK9 4SW

## PREVIOUS COMPETITION WINNER

The winner of our Winter Edition's 'Win the Perfect Winter Treat!' competition was Fiona Boote, Property Planning and IT Project Manager at Forth Valley Royal Hospital. The answer to the question: 'In which year was the Battle of Dunkeld?' was 21st August 1689. Congratulations!

More NHS staff discounts can also be found at **[www.nhsstaffbenefits.co.uk](http://www.nhsstaffbenefits.co.uk)** for further details.



# EVERYONE MATTERS – CREATING A NEW WORKFORCE VISION

Hundreds of staff and volunteers from across NHS Forth Valley have been taking part in a conversation that really matters. The talking point has been the creation of a 2020 Workforce Vision being developed by NHS Scotland. Participants are being asked to shape the style of workforce which will be needed to enable everyone to live longer, healthier lives at home or in a homely setting by 2020 and beyond.

To learn more, Kate Fawcett, Communications Manager, dropped in at one of the workshop sessions which were held in the Learning Centre at Forth Valley Royal Hospital.

The event was organised in the style of the World Café – staff sitting round a table to explore and discuss a myriad of ideas and opinions under the expert guidance of a facilitator. Those taking part were from across the health spectrum; district nurses, theatre staff, members of volunteer

groups, acute staff and those who work in mental health. Non clinical staff were represented by eHealth, Physiotherapy, Human Resources and Facilities among others.

Five questions were posed. These were based on the nature of job roles and the make up of the workforce, the use of technology and new ways of working, and the skills and behaviour required. Staff put on their thinking caps to consider what needs to be improved or changed, and what the barriers are to making these alterations. Observations and ideas were debated and jotted down on

brown paper tablecloths which, once the session was over, were carefully rolled up to be analysed later.

According to Organisational Development Advisor Anne Benton there'd been lots of interesting and innovative ideas.

She explained: "This was the first step towards gaining the commitment of our people to spread the word and engage others in moving towards the creation of a 2020 workforce. Because of the financial situation and demographic changes, staff are aware that any vision has to be







# EVERYONE MATTERS

## YOUR INPUT, YOUR IDEAS, YOUR COMMITMENT

**Margaret Jamieson,  
Integrated Care Pathways Developer**



"I suppose my burning issue would be continuity of care for the patient in their journey. Sometimes services don't speak to each other as well as they could in relation to the patient's care plan."

**Wendy Brown, District Nurse**



"I'd like to see 24 hour nursing care available to people in their own homes. At the minute there are gaps and it would be particularly good to have such a service where patients are receiving palliative care. You have only one chance to get a death right."

**Susan Kerr, Team Leader Theatre**



"I would like to see patients being able to choose their surgeon. I know they would prefer to choose who carries out their operation, rather than go on to a general waiting list."

**John McGhee, Patient Public Panel**



"I have a number of concerns. Do we know what the demographics are going to be like in eight years time, the size of the population and the type of illnesses? How much can we develop technology so people can take care of themselves in a primary care setting? I hope this 2020 Vision exercise will address and answer some of these questions."

realistic and achievable. We look forward very much to the launch of the Vision. It won't have all the answers but will be the start of many more conversations with ALL our staff about the things that matter."

A response from NHS Forth Valley has been sent to the Scottish Government and it is anticipated that the 2020 Workforce Vision for NHSScotland will be launched at the NHS Event in June 2013.

To complement this work, NHS Forth Valley is currently running a national pilot on staff experience in the workplace. In addition, Organisational Development Advisor Liz Walker has also launched a follow-up project on core values.

Members of the organisational development team have been visiting as many areas as possible to ask staff to identify their own personal values - the things that are important to them in how they interact with patients and colleagues. Once their responses are collated there will be further workshops to develop the behaviours that staff wish to see alongside the identified values.

For more information visit the Everyone matters section of the staff intranet <http://staffnet.fv.scot.nhs.uk/index.php/a-z/organisational-development/everyone-matters/>





# REMEMBERING SHONA

Shona Moore, PA to HR Director Helen Kelly for more than 10 years, died recently after a long illness. She was 50 years old.

Shona's constant cheerfulness was

an inspiration to us all. A collection at her funeral at St Ninian's Parish church in Stirling raised £480 for the Yorkhill Children's Foundation. Her family have been in touch to say thank you to all staff who kindly contributed.

## STENHOUSEMUIR STAFF PACK FOR MARY'S MEALS

mary's meals

a simple solution to world hunger

Children in deprived countries are getting the chance of an education thanks to podiatrists from the outpatient care group and staff at Stenhousemuir Health Centre. Instead of sending each other Christmas cards they managed to fill 16 backpacks for Mary's Meals with pens, pencils, exercise books, soap, spoons, small toys, toothbrushes, toothpaste and clothes. Extra items donated were also handed over to the charity.

Mary's Meals helps provide a hot meal daily for pupils and it's hoped the backpacks will encourage children to get an education.

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

Pictured (left to right) are:  
Isobel Hawthorn receptionist,  
Claire Quin, Yvonne Myler and  
Caroline Rodger podiatrists





# VISION FOR NEW RADIO THERAPY FACILITY UNVEILED

**Forth Valley Royal Hospital is one of two preferred locations identified for a potential new radiotherapy facility for the West of Scotland. The other possible choice is Monklands District General Hospital in Airdrie.**

Plans for the new facility, which would operate as a satellite unit for the Beatson West of Scotland Cancer Centre in Glasgow, are being developed to help meet rising demand for cancer treatment over the next ten years. It would allow many more people in the West of Scotland to be treated nearer to home as around 120 patients a day could undergo radiotherapy treatment for lung, breast, prostate and bowel cancers.

The plans are supported by West of Scotland NHS Boards and the new facility would be equipped to provide the same world-class radiotherapy treatment and techniques currently available at the Beatson. These would be delivered by new linear accelerators using high-energy radiation to shrink tumours and kill cancer cells. Latest techniques include intensity modulated radiotherapy which uses 3D images to target precise doses of radiation to the tumour whilst sparing healthy tissue.

Dr David Dunlop, Clinical Director of the Beatson West of Scotland Cancer Centre, said:

“The Beatson West of Scotland Cancer Centre is already the busiest



radiotherapy centre in the UK and is currently operating at close to its maximum capacity. We therefore need to create a new satellite facility to keep pace with future increases in demand for this important cancer treatment. This would not only increase capacity and help reduce waiting times but also allow many patients to access diagnostic and cancer treatment services not

previously available locally.”

Once a preferred location has been identified a more detailed plan will be developed and considered by the Scottish Government. If approved, construction could start in spring 2014 and the new facility, which is expected to cost around £25m, could be operational by the end of 2015.



# IMPROVING EFFICIENCY, PRODUCTIVITY AND QUALITY

**The recent busy winter period posed a major challenge for health services across Scotland and with an ageing population demand for healthcare is set to increase significantly over the next ten years.**

To help meet this demand work is underway across the whole organisation to make best use of existing resources to improve capacity and patient flow and help deliver safe and effective care.

This includes looking at how to make the most effective use of all inpatient beds in Forth Valley Royal Hospital and the four community hospitals. Improvement plans are also being developed across the health system to further improve the quality of care and deliver a positive experience for patients.

The overall goal is to provide care in the community and develop alternatives to inpatient care, wherever possible. When patients do require to come into hospital the aim is to work with patients and their families to provide treatment in a timely manner and allow them to return home as soon as possible. This will require continued work with our council partners, GPs, community health teams, service providers and charities to support unnecessary hospital admissions, reduce readmissions and minimise delays at point of discharge.

New arrangements have been put in place to monitor and manage capacity across the organisation. These include the introduction of daily capacity meetings and electronic systems which provide real time information to clinicians and managers to help inform decision making. Escalation and Resilience plans are being developed to help manage capacity effectively during periods of high demand. Work is also underway to introduce a new clinical call handling system to manage demand within the Clinical Assessment Unit at Forth Valley Royal Hospital.

This work is being taken forward by a new Capacity and Flow Steering Group chaired by Dr Iain Wallace, Medical Director, NHS Forth Valley. A number of work groups have also been established to look at inpatient services, community and primary care services, ambulatory care and front door services. To find out more contact Jann Gardner, Capacity and Flow Program Lead: [jann.gardner@nhs.net](mailto:jann.gardner@nhs.net)



## PRESCRIPTION FOR SUCCESS

**Forth Valley GP practices and prescribing support staff are to be congratulated on saving £2.3 million in the second phase of the Prescribing Incentive Scheme which started in 2011. This is in addition to the £1.5m savings that were achieved in the first phase, and brings our prescribing costs much more in line with the Scottish average.**

The work focuses on ensuring cost effective, safe, evidence-based prescribing around a series of priority areas such as lipid-lowering drugs and pain medicines.

80% of the savings delivered by the incentive scheme are retained



by NHS Forth Valley to help sustain services which is highly important given the challenging economic situation. The balance of 20% is used to support practices undertaking the work, and to help fund service developments in primary care.

The prescribing support team will

continue to support the incentive scheme as they embark on the third phase. Many practices have reported the benefit of pharmacist input to help improve prescribing. However, although the savings have been significant, it is believed they could be increased further, helping protect current services and jobs in a tricky financial climate.

Meanwhile the Community Health Partnership Development Fund has allowed the start of a programme of electronic scanning of GP medical records which, with an increasing workload, helps free up space in practices. The fund has also provided ambulatory BP monitors as well as allowing additional pick-ups of lab specimens from GP practices.



# MORE SERVICES MOVE TO STIRLING COMMUNITY HOSPITAL

**Stirling Community Hospital has recently welcomed a number of additional services and improved facilities. The biggest change has seen the transfer of mental health services from Kildean Hospital to a new unit called the Livilands Resource Centre which is based in the former Ward 30.**

Housed within the Resource Centre is the community mental health team, outpatient psychiatry, the area-wide eating disorder service, the mental health social work team and staff from Stirling Mental Health Resource Centre.

Creating the new Livilands Resource Centre has involved total refurbishment of the former Ward 30. Care has been taken to create a light, bright and airy environment for patients and staff. Each service has a specific corridor and there are a variety of group and individual therapy rooms, ample parking and a more central location for patients.

Annette Gilmour, Clinical Nurse Manager, NHS Forth Valley, said: "This move is part of the bigger redesign work ongoing within mental

health and is extremely positive. It will enable Community Mental Health Services to fully integrate with partner organisations who work closely with NHS Forth Valley."

**The Livilands Resource Centre can be contacted on 01786 446913.**

Other changes have seen the former Ward 9 at Stirling opening up as a new Rehabilitation Hub. The premises have had a major facelift and contain a range of outpatient and community based services including a team base for ReACH (the community rehabilitation team for Stirling) orthotics, diabetes education, nutrition and dietetics, wheelchair services and a variety of other clinics.

This move has also offered an opportunity for the Social Work Reablement team and hospital social work team to co-locate with

health colleagues on the Stirling Community Hospital site

In addition, the day hospital for older people has moved there from Orchard House, giving treatment and support for older people with mental illness.

Shiona Hogg, NHS Forth Valley's Allied Health Professions Manager for Rehabilitation, said: "The transformation of the former Ward 9 into a new Rehabilitation Hub has been absolutely amazing. Freshly painted corridors in pastel shades have made the whole area not only brighter but more patient friendly. People have commented on how pleasant it is in both the new waiting areas and treatment areas."

The Rehabilitation Hub can be accessed directly through automatic doors in car park c or through the main hospital entrance.





# PRACTICE MAKES PERFECT

## OFFICIAL OPENING OF NEW NATIONAL CLINICAL SIMULATION CENTRE

A new medical training centre for Scottish doctors and nurses has been officially opened at Forth Valley Royal Hospital by the Health Secretary Alex Neil. The Scottish Clinical Simulation Centre encourages them to hone their skills by practising on a family of life-like mannequins, who can moan, breathe and give blood.

The family of seven includes 'Stan', who is the only high-fidelity model of his kind in Scotland. He can respond to anaesthetic gases and is used to train anaesthetists. Another resident is 'Reg', who has a heartbeat, and can describe symptoms. Reg is used to train emergency doctors and nurses.

There are also a baby, child and pregnant woman mannequins.

Cabinet Secretary for Health and Wellbeing Alex Neil said:

"Stan, Reg and the rest of the family are brilliant. Stan was even able to tell me how he was feeling – we had a good chat and I am glad to hear the students here are treating him well.

"Our NHS is moving with the times and taking advantage of new technologies so we can provide the best care ever for patients.

"Scotland has some of the safest hospitals in the world and these new training techniques will make them even safer."

The Scottish Clinical Simulation Centre, features a simulated operating theatre and ward. Its Director Dr Michael Money Penny added: "Feedback from course participants has been extremely positive with staff reporting that they feel more confident and skilled in how they apply their knowledge, particularly in managing medical emergencies. This ultimately benefits patients."

Dr Genevieve Lowe, Senior Specialty Registrar in Anaesthesia, NHS Forth Valley, has benefited from training in the centre.

She said: "The Scottish Clinical Simulation Centre is a fantastic addition for medical training.



Left to right: Prof. Fiona Mackenzie, Chief Executive, NHS Forth Valley, Dr. Michael Money Penny, Centre Director, Alex Linkston, Chairman, NHS Forth Valley, Alex Neil, Health Secretary, Malcolm Wright, Chief Executive, NHS Education for Scotland, Lindsay Burley, Chair, NHS Education for Scotland

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Having  
this  
facility in  
Scotland  
is an  
invaluable  
resource



Having participated in many of the courses provided, simulation has benefitted me in both my technical and non-technical skills, in a safe and non-threatening environment. Having this facility in Scotland is an invaluable resource."

Staff are filmed as they work through a variety of clinical scenarios designed to test their skills, knowledge and experience. Videos are then played back for evaluation and debriefing so that individuals and teams can assess what went well, what didn't go to plan and learn from any mistakes.

The Scottish Clinical Simulation Centre is supported by funding from NHS Education for Scotland. The recent official opening attracted media attention from across the world and has been covered by Al Jazeera TV and the BBC's Arabic Service.

**To find out more about the centre and the courses on offer visit the centre's website <http://www.scsc.scot.nhs.uk>**



You can also view a video clip of staff at work within the centre on the multimedia section of the NHS Forth Valley website <http://www.nhsforthvalley.com/forthvalleyroyal/multimedia/videos>



# ONE STEP AHEAD

For the first time ever NHS Forth Valley is to have its own orthotics workshop – meaning a quicker turn around for patients who need repairs to splints, insoles, special shoes and spinal braces.

The decision to set up the workshop at Stirling Community Hospital means a considerable number of orthoses will no longer have to be sent to England to be mended or adjusted, a process which can take three weeks. It is also hoped to cut down on the number of outpatient appointments needed, and provide a one-stop shop for a number of patients.

The workshop is expected to be operational in spring 2013 and will be equipped with a router - a grinding and polishing machine. Other equipment will include plastic cutting machines and various tools to adapt and mend orthoses.

Department Co-ordinator Donald McLean explained: "Waiting for repairs has obviously been a big issue and the new workshop is going to help speed up the service. If a patient is left without their support for any length of time it can make them effectively immobile and in some cases give them considerable discomfort. With having our own specialist

equipment we can also support patients in coming to terms with, and managing their issues."

The orthotics department, which has now been centralised at Stirling Community Hospital, deals with around 5,000 out-patient appointments a year. Additional changes include an area for plaster casting and the setting up of stock cupboards in the orthopaedic and stroke wards at Forth Valley Royal Hospital. This means people needing items such as spinal braces don't have to wait for one to be ordered, and can have them adjusted to fit in situ, allowing them home more quickly. Orthotists also visit inpatients in stroke and orthopaedic wards at Forth Valley Royal Hospital twice a week.



# ELECTRONIC PATIENT RECORDS

## PROGRESS UPDATE

The move towards electronic patient records is making good progress in several key areas and monthly lunchtime 'drop-in' sessions and wider information events are being arranged from March to enable staff to keep in touch with what's happening and influence developments.

- An early version of the Forth Valley Clinical Portal is now being tested in outpatient clinics as part of a controlled pilot with six consultants across six specialties. Portal provides a simple and secure way for clinicians to view priority information about patients in a single online location, rather than having to access information from a number of different systems. This will support improved care delivery and decision making.
- Forth Valley have now signed a contract with Plumtree Group to provide an 'OrderComms' system which will deliver electronic requesting and reporting of diagnostic tests, including X Rays and lab tests, to both hospital and general practice clinicians. Once implemented this will offer amongst other benefits, improved patient safety through the reduced risk of test results going missing, and the ability to view a patient's test history at a glance.



- The first four electronic forms have been developed to support the standard capture of information currently recorded in various ways on paper. These are for orthopaedic fracture clinic notes, basic clinic notes, telephone consultations, and pre-op information. The next stage will be to test these 'live' prior to formal approval.
- A controlled pilot to test the useability and management of mobile technology is about to begin using iPads, with two mobile applications for immediate discharge letters and early warning scores currently being developed. The Forth Valley Formulary is now available as an app for download from iTunes.
- A clinical reference group is being set up to support the wider eHealth programme which will ensure the EPR programme has sufficient clinical advice and support.

Dr. Henry Robb, Associate Medical Director and Clinical Lead for the EPR programme is very positive about the progress already made, and Jonathan Procter, IM&T Director / eHealth Lead has praised clinical, ehealth and health records staff for their hard work and support during the pilot phase.

Look out for more dates and information which will be circulated via unit structures and the Intranet.

**For further information contact Mary Cameron, eHealth Manager [mary.cameron@nhs.net](mailto:mary.cameron@nhs.net) 01786 434022**





# IN THE SPOTLIGHT

## Tell us a little about your job

The Falkirk Partnership's responsibility includes the re-design of older people's mental health services, taking forward joint commissioning opportunities for people with a learning disability, and now the re-design of adult mental health services in the Falkirk area.

The real bonus for me is partnership working – through health and social care, the third and independent sectors and, most importantly, partnership with service users. My role embraces the exciting world of primary and community care, and albeit for an interim period, the world of prisoner healthcare.

## How challenging an area is mental health to work in?

Mental Health is not without challenge but is an exciting and dynamic area of service delivery and covers a broad spectrum of need throughout people's lives.

The challenge includes 'remaining positively focused', delivering a 'can-do' approach, ('keep the faith' some say), being ahead of legislation changes, encouraging and supporting new and innovative practice in service delivery, and making sure we respond to ever-changing needs.

Ensuring service user involvement is crucial to delivering Mental Health Services and is essential for service change, improvement, efficiency and keeping us right.

## Earliest memory?

Falling off my tiny three wheel tricycle and losing my two front teeth – I remember being the brunt of humour for a time.

## Best breakfast ever?

On the beach in Singapore (Island of Sintosa). Hot fruits and bacon served on a banana leaf, all delivered to the sun bed!

## Sun sea and sand, or city break?

City break (anywhere) – love them – always do 'the tourist bit' with the camera (the grand hop on / off bus tour).

## Optimist or pessimist?

Optimist. Look ahead, see the best, glass half full.

## Most memorable book?

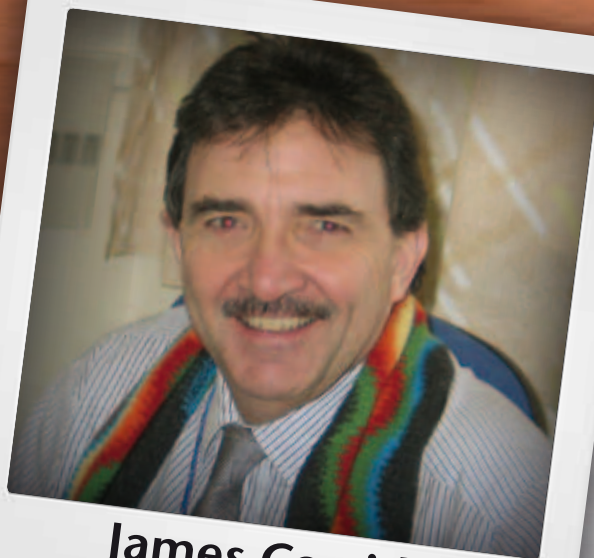
Victor Hugo's Les Miserables – read it twenty years ago after seeing the musical for the first time (seen it lots since – wept buckets at the recent movie – a man with no fear of public weeping).

## Favourite film?

Jumping Jack Flash – Whoopi Goldberg was fantastic.

## Icing on the cake?

A fulfilled and happy life – with lots of wholenut chocolate.



**James Cassidy**  
Service Manager,  
Falkirk Community Health Partnership

## Personal motto?

Share, don't steal / show, don't tell.

## Tell us something that colleagues might not know about you

A big theatre man – I have played many major principal male roles in opera, operetta and the world of musicals. My favourite role is Don Quixote in 'Man of La Mancha' – I got to sing the classic 'The Impossible Dream'.

## What's in your fridge at the moment?

Diet foods - I'm forever trying – and lots of 'goodies' for the kids (and temptation for me).

## What would you do if you won the national lottery.....

Panic!!!! Who needs what? Where will I go to decide (a return to Sintosa sounds good) invest in the theatre world, charities, wider family, our local community and a 'hot tub' for me!

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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.