



MEET OUR SPORTING SUPERSTARS

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CARE FOR OLDER PEOPLE PRAISED

The way staff look after older people at Forth Valley Royal Hospital has been praised in a recent report by NHS Healthcare Improvement Scotland. It follows an inspection earlier this year.

Senior Inspector Ian Smith said the team had observed warm, caring and meaningful interaction between staff and patients. Care was carried out in a way that maintained dignity and was compassionate and respectful. They also noted good leadership provided by our senior nurses and a culture of putting patients at the centre of care.

Work is already underway to address the report's recommendations. These include work to ensure patients coming into hospital for a planned procedure are routinely screened for cognitive impairment, and changes to the ward environment to make them more suitable for people with dementia. The recommendations are expected to be completed within the next few months.

To find out more and read the report visit: www.healthcareimprovementscotland.org



WALK THIS WAY



Seventeen years ago Administration Assistant Lottie McKie led a walk from Corrour to Rannoch – a distance of 17 miles. The feat was mentioned in a corridor conversation and resulted in three members of the Organisational Development Team deciding to join Lottie in recreating this journey.

The walk is a great way to appreciate the lonely, wild landscape around Rannoch Moor and the footpath, sometimes called the Road to the Isles, runs between Corrour Station (the most remote in the UK) and Rannoch Station.

The walkers (L-R Anne Benton, Lottie McKie, Elaine Millar and Ann Dagleish) are pictured looking quite chirpy at the start, although on the day it was a little more challenging than they anticipated!

However, despite having to do several Indiana Jones stunts and fighting with the midges for a well earned 'piece', they all made it back and celebrated by making a donation of £100 to Maggie's Cancer Caring Centres.

PLANNING FOR WINTER

Local plans have been developed to help manage anticipated increases in demand for health services over the busy winter period.

As in previous years, arrangements have been made for additional nursing, medical and AHP staff to provide cover in a number of key areas including our Emergency Department and community services.

A number of contingency beds will

also be available in Forth Valley Royal Hospital and Stirling Community Hospital (former Ward 16) to help deal with surges in demand for inpatient care.

This year GP surgeries will only be closed for two days over Christmas (Wed 25th and Thurs 26th Dec) and two days over New Year (Wed 1st and Thurs 2nd Jan) and patients who require health care or advice are being encouraged to make use of their local GP and pharmacy services

as well as the Minor Injuries Unit at Stirling Community Hospital which will be open everyday from 9am – 9pm throughout the festive period. Details of local pharmacy opening times along with advice on how to stay well this winter will be available on the Winter Zone of the NHS Forth Valley website www.nhsforthvalley.com

To find out more about our Winter Plans please see the October 2013 Board Papers at www.nhsforthvalley.com.

SPOT LUNG CANCER EARLY

NHS Forth Valley's Employee Director Tom Hart recently took part in the national launch of the Scottish Government campaign to raise awareness of the importance of detecting lung cancer early.

The campaign's TV advert features football legend Sir Alex Ferguson, who lost both of his parents to lung cancer and explains the benefits of getting checked early – a sentiment shared by Tom.

Five weeks after developing a persistent cough following a chest infection in 2011, Tom visited his

GP who then sent him for an X-ray, which detected a non-aggressive form of lung cancer. After 12 days of radical radiotherapy at the Beatson West of Scotland Cancer Centre in Glasgow Tom recovered and returned to work in September 2011.

In April 2013, Tom had another chest infection, followed again by a persistent cough. This time, he waited just one week before seeing his GP. Doctors found a 2cm tumour in his lung, which they were able to successfully remove via keyhole surgery in July 2013 and he

was back at work four months later.

Tom is keen to encourage people to visit their doctor sooner rather than later. He explained: "If you suspect something is wrong, visit your doctor. Don't put it off and listen to your friends and family as often they can spot things which it's easy to ignore."

To see a short film clip of Tom discussing his treatment for lung cancer visit the patient stories pages on the cancer section of the NHS Forth Valley website

<http://www.nhsforthvalley.com/health-services/az-of-services/cancer/patient-stories>





Staff from the Outpatients Department at Forth Valley Royal Hospital got together to dress up as some famous cartoon characters to raise over £1350 for Children in Need – a fantastic achievement.

GENEROUS JAY

A local boy has generously donated £160 of toys and games so that other children can still have fun whilst being treated in hospital.

Eleven year old Jay Young has been treated on various occasions in our Children's Ward at Forth Valley Royal Hospital, and decided there weren't enough games or toys for older children like him.

He decided to raffle his own Steiff Teddy Bear and raised £160, which he spent on a Nintendo DS, computer games and board games for the ward.

Play Specialist Seonad Hopkins was delighted to receive the donation. She explained: "The staff in the department would like to thank Jay for his generous donation of toys. Raffling his own toy to raise money for others was such a selfless thing to do and we are very grateful."

CHRISTMAS CHEER FOR CHILDREN'S WARD

Kids having to spend Christmas in the children's ward at Forth Valley Royal Hospital in Larbert will still be able to celebrate – thanks to generous donations by local retailers.

The Boots store in the Thistle Shopping Centre in Stirling has kindly donated toiletries, perfumes and handbags while the Stirling branch of Morrison's supermarket has given £80

worth of toys and books so youngsters will have something to open on Christmas morning.

Play Specialist Seonad Hopkins is delighted that local stores have shown interest in the ward.

She explained: "We are really grateful for all the donations as they make a huge difference to help support children and their families at a difficult time."



BEAVERING AWAY

Forth Valley Royal Hospital had a special visit recently from the 93rd Braes Scout Group Beavers, who came along to earn their Environment Partnership Award.

The youngsters were taken on a tour of the recycling areas by the facilities management company Serco who sponsor the badge. The award is all about encouraging young people to

take pride in keeping their neighbourhood clean and safe, whilst taking care of the environment at the same time. The badge is given to those who have taken part in a community clean up campaign and shown initiative in recycling the materials collected.

Serco Project Manager Tom McEwan, who conducted the tour, said: "We were delighted with the interest the



Beavers showed in the 'robots' and the recycling work carried out at the hospital. It's great to see the young people from the community getting involved in their local environment."

ACT FAST TO SAVE LIVES



Two specialist stroke nurses - Caroline McGhee and Amanda Smart - have been busy in Forth Valley Royal Hospital, helping people recognise the signs of stroke and how to react quickly. They set up an information stand in the hospital foyer and answered questions from the public.

The Forth Valley campaign also included the distribution of 35,000 small wallet cards to community pharmacies. The newly-designed FAST cards (Face, Arm, Speech, Time) feature pictures of the warning signs which people should watch out for and tells them when to dial 999. The cards will be placed inside prescription bags for certain patients including those receiving statins, warfarin, digoxin, blood pressure tablets and aspirin.

According to Caroline McGhee, stroke can happen to anyone at any age. She explained: "Everyone should know how to spot the signs of stroke and help save a life."

A FRESH PAIR OF EYES

The work of the Patient Public Panel (PPP) has received a round of applause from NHS Forth Valley staff as it nears its 10th Birthday in January 2014. A survey has revealed that the contribution the panel make is very much appreciated and that staff are grateful for the fresh and independent eyes of panel members, who see things from the patient and public perspective.

The PPP are also recognised for improving transparency through independent involvement in activities such as domestic monitoring audits, which help maintain high standards of cleanliness. And

they have worked on improving draft documents and texts, such as influencing the development of a questionnaire for theatre patients.

The Evaluation Task Group involved not only several PPP members, but also included Organisational Development Adviser Anne Benton, Dr Kathleen Stoddart a senior teaching fellow from the University of Stirling and Pauline Marland, local officer with the Scottish Health Council.

Several targets have been pinpointed for the future. The PPP are being urged by Director of Nursing, Professor Angela Wallace, who set up the group ten years ago, to 'stay fresh and challenging and not become part of the system.'



JANE GETS THE JAB!

Chief Executive Jane Grant was one of the first in the queue to get the flu jab at the recent outreach clinic at Carseview House. Having experienced flu a few years ago Jane appreciates the benefits of being vaccinated. She explained: "Many people underestimate how bad having flu can make you feel but I know from personal experience that it can be very debilitating and leave you feeling weak and exhausted."

"I'd therefore encourage staff across the organisation to take up the offer of the free vaccine to help protect

yourself, your patients and your family from flu this winter."

A programme of outreach clinics has already taken place since mid October at a number of sites across Forth Valley with good uptake. Occupational Health colleagues will be happy to hear from local managers if further outreach sessions will be helpful and, in the meantime, they will continue to run daily drop in flu vaccination clinics at Forth Valley Royal Hospital until the end of February 2014. Any member of staff can attend these clinics which are held on Mondays and

Thursdays from 2pm – 4pm and on Tuesdays, Wednesdays and Fridays from 9am – 12 noon.



ALL IN A DAY'S WORK

When you visit the Occupational Health Department for your flu immunisation this year, you'll see a fascinating glimpse of the world of work in the past, thanks to material from local archives. The corridors of the purpose-built department are now lined with a series of photographs and paintings, designed to provide a calming atmosphere.

Dorothy Bell-Sneddon, Head of NHS Forth Valley's Occupational Health Service, worked with Babs McCool, Charitable Arts and Wellbeing Co-ordinator to assemble the gallery. Dorothy said: "It's amazing to see how people earned their living in years gone by. We have pictures for example, of women making pit props in Bo'ness and bricks at Stein's



brickworks, and women welding in the shipyards at Grangemouth during the war".

The Department has 15 staff including Occupational Health Physicians and Practitioners and is designed to look after the whole person. If staff have issues at home or work, Occupational Health is there to offer help and support. In addition to the many services provided by the team, including work site assessments, staff physiotherapy, staff podiatry, immunisation and support for personal issues such as bereavement or domestic abuse,



they also work with the Employee Counselling Service, which provides independent confidential counselling to staff.

Occupational Health is keen to stress that confidentiality is guaranteed. Not only do they support people trying to get back to work after illness, but are also committed to trying to prevent them going off sick in the first place. You can contact the Occupational Health Service on 01324 566663.

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 the flu immunisation 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.



IT'S GOOD TO TALK

You don't have to be experiencing long-term sickness absence to access the Employee Counselling Service. This is open to everyone at anytime. NHS Forth Valley has, for many years, commissioned an external company to provide this service and they are now offering counselling over the telephone, by email, and even by Skype.

It's worth remembering that this service is completely confidential. Although Occupational Health are made aware of numbers attending, it's a strict case of no names, no pack drill. People can self refer or in some cases, your manager may suggest that it would be worth you contacting them. If you'd rather talk to someone over a tea or coffee, there are clinics available in Forth Valley or alternatively you may be seen more quickly in Glasgow.

HR Director Helen Kelly said: "This

is an excellent service. We want you to feel well and supported at work. Sometimes we can feel as though everything is getting too much and that's when it can be good to talk with an independent service."

A helpline is available 24/7 (0800 389 7851) and there's lots of information on the website at www.empcs.org.uk. You can also e-mail ecs@empcs.org.uk or call 0800 435 768 to arrange an appointment.



ELECTRONIC PATIENT RECORD **UPDATE**

The move towards working with an Electronic Patient Record programme continues to gain momentum. More than 160 staff attended the last update event in June 2013 and another lunchtime drop-in session has been arranged for Wednesday December 18th 2013 in the Lecture Theatre at Forth Valley Royal Hospital where there will be a lot of progress to report.

- Online Test Requesting and Reporting System (**Order Comms**) - The Order Comms pilot is about to start and once the pilot has proven successful the rollout will happen very quickly. It will begin life as a test requesting system but there will later be an opportunity to track results and ensure appropriate actions have been taken.
- Following a successful pilot, **Clinical Portal** will soon be available in Outpatients giving clinical staff access to a single online view of key patient information from core systems plus improved access to PACS.
- Four GP practices are taking part in a pilot using **Electronic Document Transfer (EDT)**. Discharge letters from the Emergency Department and Minor Injuries are being sent electronically and reaching the practices within 24 hours, rather than a week or more for printed copies. The aim is to 'switch the paper off' in January 2014 when all practices are scheduled to have EDT installed. National bowel screening results will also be delivered by this speedier system.
- **Single Patient Administration System.** Significant progress is being



made to move from three systems to one Patient Administration System. The Helix Inpatient system will migrate to TOPAS Inpatients in early 2014, followed by the decommissioning of the PIMs community system.

- Other strands of work underway include the piloting of new eForms with the Orthopaedic Fracture Clinic and the development of apps for Early Warning Scores and the Immediate Discharge Letter.

Jonathan Procter, IM&T Director/E-Health Lead, said: "A lot of progress has been made in the last year and I am extremely grateful to everyone involved in taking this important work forward."

Dr Henry Robb, Associate Medical Director and Clinical Lead for the EPR Programme said: "When Clinical Portal and Order Comms are available, the programme will start gathering momentum and clinical staff will have a real opportunity to shape how they will work in the future."



For further information visit <http://staffnet.fv.scot.nhs.uk/wp-content/uploads/2013/05/130928-Flash-Report-EPR-Final.pdf>

Or contact Mary Cameron, EPR Programme Manager mary.cameron@nhs.net

To reserve a place at the EPR Update event on 18 Dec 2013 email the eHealth Admin Team FV-UHB.ehpoadmin@nhs.net

DOGGED BY DOG ENDS

Staff and visitors at Forth Valley Royal Hospital are being urged to comply with no-smoking policies following concerns that litter left by smokers in the woodland surrounding the hospital is affecting wildlife. Health Promotion and Forestry Commission staff have noted an increase in cigarette butts and empty packets accumulating at newly-installed benches in the woodlands, which smokers have been using.

Forestry Commission Scotland's local ranger Gordon Harper says the woodland is being spoiled by smokers. He explained: The problem

is being caused by both staff and visitors and the resulting damage could range from forest fires to the harming of animals."

NHS Forth Valley is in the process of recruiting a smoking control officer who will cover Forth Valley Royal Hospital in Larbert and the community hospitals in Stirling, Falkirk and Clackmannanshire, in a bid to tackle smoking in hospital grounds.

The new smoking control officer will be responsible for providing health information, advice and support to encourage more people to give up smoking, and will also be responsible for monitoring and evaluating how successful these methods are.



WALKING IN A WINTER WONDERLAND

There are now more opportunities for staff to enjoy the great outdoors thanks to a new network of paths which has recently opened in Larbert woods within the grounds of Forth Valley Royal Hospital.

The paths are suitable for walkers of all ages and abilities and you can choose from a short 15 minute stroll to a longer walk of a couple of hours.

Alongside the path network is a new viewing platform with a wooden walkway over the lochan. A new outdoor teaching circle has been created which is being well used by local primary schools. The woodland has also been used for very successfully outdoor cardiac rehabilitation classes.

Staff, patients and visitors to the hospital are being encouraged to make use of the new paths and Forestry Commission Scotland is also keen to see them being used for outdoor meetings.



FAREWELL MR ALWAYS WELL!

There's not many folk who can work for an organisation for 33 years and never have a day off sick! But that was the magnificent achievement of Tom Brown, Nursing Assistant in Ward 1 at Forth Valley Royal Hospital, who retired recently.

Tom began his NHS career aged 21 at the Royal Scottish National Hospital (RSNH) at Larbert. When the RSNH closed his job changed and he moved from the Recreation Department to become a porter at

both the former Falkirk and Stirling Royal Infirmarys.

Tom subsequently became a nursing assistant in Ward 18, an acute mental health ward at Falkirk and District Royal Infirmary, before transferring to Forth Valley Royal Hospital where he worked in all acute adult mental health wards.

A 'weel kent' face throughout the organisation, Tom's longstanding commitment to NHS Forth Valley is warmly acknowledged and his colleagues wish him a long and well deserved retirement.



STAFF SAY GOODBYE WITH SILVER

NHS Forth Valley Director of Public Health, Dr Anne Maree Wallace, recently retired after more than five years with the Board. She previously worked for NHS Lothian, was a former Training Programme Director in Public Health in Scotland and former Clinical Lead for the Public Health Network. The mother of three grown-up children, Anne Maree is an enthusiastic power walker and is planning to spend part of her retirement offering executive coaching.



Former Chief Executive Professor Fiona Mackenzie presented Dr Wallace with gifts from colleagues, which included silver jewellery.

Dr Wallace wrote:

I would like to take this opportunity to thank you all for the beautiful gifts received at my retiral gathering. It was great to have such a large number of colleagues attending and the many good wishes from those who were unable to be there.

The sterling silver necklace, earrings and business card holder were such a lovely surprise together with the large basket of flowers and Dobbies gift voucher! I felt overwhelmed.

CHOOSE TO LOSE

Overindulging over Christmas and then wishing we hadn't eaten so much is a very common feeling for many of us. Losing weight is therefore often high on the list of New Year resolutions.



However, help is on hand with the launch of a new weight management section on our website.

Choose to Lose will offer:

- practical advice and information
- downloadable resources, worksheets and links to mobile apps
- links to local groups and activities

It's also hoped to enlist the help of GPs, practice and primary care staff and community pharmacies to signpost people to the new web pages. Visit www.nhsforthvalley.com/weight from 13th Jan 2014.



PADDLING FOR GOLD

If you can't beat them, join them. An old adage perhaps, but one which proved to be particularly fortuitous for Emergency Consultant Mrs Ursula Mackintosh - pictured above second from right - who is now a world class kayaker. She decided to dip her toe into the water at the tender age of 35 when she married a competitive canoeist! She explained:

"To begin with, 8 year olds beat me, but that doesn't matter. It was two or three years before I could compete at any level."

Mrs Mackintosh won a gold medal in the British Marathon Kayak Championships for the women's over 44 age group, at the end of August 2013. A month later she won a bronze medal in the women's over 50 group at the World Marathon Kayak Championships in Copenhagen. Both medals were achieved in the double kayak (K2) category.

In the build-up to the Nationals, Mrs Mackintosh - who says she was

the worst imaginable at sport at school, where it was all team events, throwing and catching balls – trained on the water five or six times a week. She paddles the River Forth in Stirling, where she says she has seen seal, porpoises, otter and 14 species of birds.

"It's the pleasure of being in the countryside, enjoying the fresh air, seeing the birds and animals, and feeling fit," she says.

The owner of two single racing boats, one for flat water and one for rivers, and two doubles for the same categories, she advocates that anyone thinking of taking up the sport could join a local club where they could get to use beginner kayaks. The nearest racing club to Forth Valley is in Linlithgow.

The key to success, she says, is a mixture of training and having the mechanics of the paddle stroke as good as they can be. She admits it helps to be strong but says when it comes to kayaking the more you train the stronger you get.



So what of the future? "I'd like to keep fit and keep training. At the World Championships the oldest age group is 80 plus and you have to be able to paddle 18 kilometres. I'm hoping to be able to continue until I become an octogenarian – but that's a long way off!"

DANCING QUEEN

Jennie Young and Gill Fleming not only help patients in the behavioural psychotherapy service, but are also providing the feel-good factor via Zumba classes, which they run in Kilsyth.

One of their class members is a busy single mum, 53 year old Joan Gilfillan, who credits Zumba as having played a key role in helping her recovery from breast cancer. Joan, who said she lost confidence and self esteem, has been attending classes twice a week for the past 18 months and credits Gill and Jennie for teaching her how to dance again.

During October 2013, Gill and Jennie's class raised over £1,000 for research into breast cancer prevention through a Party in Pink promotion and in the three and a half years since they began classes in Kilsyth they have netted over



£10,000 for charity, including £3,000 from this year's Race for Life in Falkirk. The class also travelled to Belfast to take part in a fundraiser to help a Zumba participant's young son who was suffering from cancer.

Details of Gill and Jennie's classes can be found on Facebook at <http://facebook.com/zumba.gillandjennie>



IN THE SWIM OF THINGS Swimarathon

GRANGEMOUTH SPORTS COMPLEX

An appeal is being made for NHS Forth Valley staff to take the plunge and help raise money to benefit our patients. Polmont Rotary Club is organising a Swimarathon in February 2014 at Grangemouth Sports Complex and they will be happy to consider giving some of the proceeds to our wards and health services. They're now urging people to volunteer for the event which last year attracted a team from our Tissue Viability Service. Calling themselves the Floating Nightingales they swam 88

lengths in 55 minutes, a great achievement as many of them had not taken to the water for a long time, apart from an occasional dip on holiday.

Ken Donald from Polmont Rotary Club explained: "I'm excited about this. Rotary are excited about this. It's not about a competition, it's about having some fun raising money for local good causes. This is a great opportunity to enjoy a swim and help others. Please enter a team and make a difference."

Recipients of last year's Swimarathon included Radio Royal and Strathcarron Hospice. But the Polmont Rotary Club are keen to

hear from wards and departments in Forth Valley Royal Hospital and our four community hospitals who may need funds.

The Swimarathon will take place on Saturday February 22nd 2014 and Sunday February 23rd 2014 from 9.00am to 12noon. There are three slots: 9.00am, 10.00am and 11.00am and teams have to have a minimum of three, maximum of six. Money is raised through sponsorship.

For further details please contact the Event Secretary Graham Smith on 07774 126557 or e-mail: secretary@swimarathon.co.uk To download an entry form visit www.swimarathon.co.uk

MARATHON ACHIEVEMENTS

Mental health nurse Bryan Grome has taken to pounding the streets to raise money for causes close to his heart. He completed the Edinburgh marathon and, as a result, was able to hand over £1,000 to the Royal Hospital for Sick Children in Glasgow, where his son has been receiving treatment for the last few years for a rare bone condition.

Five months later he was taking part in the

Great Scottish Run in Glasgow, in memory of his grandfather and his wife's grandmother, who were both struck down with Alzheimers Disease. He's now collecting his sponsorship money for Alzheimers Scotland.

His next fundraiser is for Macmillan Cancer and he's busy training for the 2014 Edinburgh Marathon Festival where he will be competing in the 5k, 10k and half marathon. Three colleagues from Ward 5 at Forth Valley Royal Hospital will join him in a relay for the full marathon.



Another colleague who has completed the Great North Run is June Croll, Business Manager at Airthrey Park Medical Centre University of Stirling.

Along with her fitness buddy Lynne Murphy (a Staff Nurse at NHS Tayside) and, despite a serious knee injury, she has achieved her goal and gone on to complete eight more marathons and half marathons all over the UK.

These have included the St Andrews 10k, the Rock 'n' Roll Dublin Half Marathon, the Great Scottish Run Half

Marathon and, most recently, the Great North Run.

June explained: "After I injured my knee I was advised not to run, but having made the commitment to these races I knew I had to go on. Yes, my knee is causing me lots of problems but our Osteopath (Back2Life) and acupuncturist Pascal DaSilva here at the Medical Centre help keep me going – along with a lot of taping!"

As a nod to her beloved westie Miss Darcey, June has also used each event to help raise money for the Guide Dog Association.

CYCLING FOR SEPSIS

A Forth Valley doctor got on his bike and cycled more than 450 miles to help raise awareness of a life threatening condition that kills thousands of people in Britain every year.

Dr Dan Beckett, a Consultant Acute Physician at Forth Valley Royal Hospital, and his partner Dr Claire Gordon, a Consultant in Acute Medicine at NHS Lothian, cycled from the Scottish Parliament to Westminster to launch a new campaign organised by the UK Sepsis Trust to increase awareness of the symptoms of sepsis.

Sepsis, also known as blood poisoning, kills more people in the UK each year than lung cancer, or bowel and breast cancer combined. The condition can develop very quickly so seeking medical treatment as soon as possible is vital.

Dr Beckett explained: "Sepsis kills around 37,000 people in the UK every year which equates to 82 deaths for every mile we cycled. Scotland already has a national programme for improving outcomes from sepsis and

is therefore ahead of the field in early diagnosis and delivery of care.

"As clinicians working in acute medicine we see first hand the devastating impact sepsis can have on patients and their families and want to do everything we can to ensure that anyone with sepsis receives the best possible treatment."



GEARING UP FOR CHARITY

Whilst most of us like to relax on holiday, NHS Forth Valley chairman Alex Linkston got into the saddle and cycled over 250 miles from Zeebrugge to Paris. The five day trip, which included a stop off in Peronne for an impromptu ceilidh with the local cycling club, was a trial run for a longer journey which he hopes to undertake next year to raise money for Forth Valley Giving.

Alex began cycling a few years ago as a way to keep fit and one of his first trips was a cycle between Glasgow and Edinburgh. Since then he has widened his horizons by cycling to Paris and Germany and has not only seen his overall health improve, but has also helped raise thousands of pounds for charities both at home and abroad.

He explained: "It means I can eat as much as I want without it affecting my waistline, a huge plus for someone like myself who loves their food. Hopefully next year I will be able to complete the longer cycle from Bo'ness to Paris to raise money which can then be used to develop and improve local health services and facilities for patients and their families in Forth Valley."



STAIRWAY TO HEAVEN!

After a hard fought game, a team of NHS Forth Valley staff lost on penalties in the final of the Casualty Cup, an annual charity football tournament between emergency departments in the national health service. The event took place at Toryglen National Football Centre in Glasgow and was in aid of two specific causes – the Prince and Princess of Wales Hospice in Glasgow, and the Malawi Emergency Medicine Project. It's hoped the proceeds will top £5,000.

The NHS Forth Valley team won the first round group, winning three out of three, and then went on to beat a team made up of our own Serco staff, who had filled in at the last minute when Glasgow Western pulled out.

The semi final saw our players defeat Ayrshire Emergency Department, then in the final face the reigning champs Glasgow Royal. Although they failed to triumph on penalties, the team did

get to climb the Hampden stairs to collect their silver medals!

The day ended with a ball at Hampden Park, hosted by NHS Forth Valley Senior Emergency Nurse and Casualty Cup Co-ordinator Charlie McCarthy, with guests including Michelle McManus, Allan Rough and Frank McAvennie.

Charlie vowed: "It was a great day - we'll be back next year!"

WIN £150 VOUCHER AT TORPEDO HAIRDRESSING

Based in Wallace Street in Stirling, Torpedo Hairdressing has been providing cuts and colours for men and women in Forth Valley seven days a week, for 23 years.

As part of our Winter Edition, the salon is offering one lucky NHS Forth Valley employee a £150 voucher to use in-store for anything from cuts and colours to hair extensions and bridal up-dos.

All you have to do to be in with a chance of winning this fantastic festive prize is answer the following question correctly:

Q: Rudolph may be the most famous, but what were the names of Santa's 8 other reindeer?

Send your answers to FV-UHB. StaffNewsCompetition@nhs.net or by post to Communications Department, NHS Forth Valley, Carseview House, Castle Business Park, Stirling FK9 4SW, by 31st January 2014.

Torpedo Hairdressing specialise in cutting, colouring, colour corrections, hair-ups and bridal hair. They also offer



a 15% discount to NHS Forth Valley staff – just show your NHS ID badge when you visit.

More NHS staff discounts can be found at www.nhsstaffbenefits.co.uk.



PREVIOUS WINNER

The winner of our Autumn Edition's 'Win A Meal for Two & Bubbly' competition was David Miller, Specialist Trainee in the Ophthalmology Department at Falkirk Community Hospital. The answer to the question 'When did Behind the Wall first open its doors to the public?' was 1985. Congratulations!

PUTTING PAT



The new buzzword “**person-centredness**” is officially defined as “**the standard of care that ensures the patient is at the centre of delivery.**” For people like our Communications Manager Kate Fawcett, who does not have a clinical background, it all sounded a little worthy. But as she discovered when she attended a local launch event at the Park Hotel in Falkirk, ‘person-centredness’ throws up some radical concepts, which not only question current practice, but if implemented correctly can make patients and families feel much better.



Faced with a list of speakers, a stack of power point presentations, and a round of workshops, this was an event that to me suggested a potential talking shop. But within minutes, Professor Jason Leitch from the Quality Unit of the Scottish Government had me hooked.

“The move to make caring for patients the centre of everything we do is the single silver bullet that will transform our health service ” he told his 150-strong audience. Showing a picture from a daily newspaper of patients who died in the Mid Staffordshire scandal, he remarked

they were not all elderly – babies and young adults perished too. They died, he said, because of you and me and the healthcare system we have allowed to develop over the past 60 years.

I don’t think Stafford Is happening in Larbert he said, but there are elements of Stafford in every healthcare system

PATIENTS FIRST

in the world. And left alone, the system will be unsafe.

Professor Leitch admitted to an obsession with visiting times, advocating more flexibility. He said he would retire when all the bells

signalling the end of visiting times fell silent, and remarked there was nothing to fear from open visiting. He pointed out: "Forty people would not arrive at a bed at once, with tartan rugs and flasks of tea! And having families present at ward rounds would change the whole dimension.

He also warned that whistleblowing does not come without risk and challenges, but pointed out that it was more important than keeping quiet.

It was a captivating performance. So what of the solutions? Place the quality of patient care, especially patient safety, above all other aims. Involve patients in discussions and communicate care plans. Switch management style from business as usual to incident command mode. Promote staff development; if staff are miserable patients will be miserable too. Ask every patient what matters to them. What information do they need? Engage, empower, and hear patients and carers at all times.

Embrace transparency unequivocally and everywhere, in the service of accountability, trust, and the growth of knowledge. Abandon blame as a tool and recognise with clarity and courage the need for wide systemic change.

Powerful messages to back his theory that person-centredness is not fluffy but should be hard edged and reliable.

His sentiments were echoed by speakers including NHS Forth Valley Chief Executive Jane Grant, Chairman Alex Linkston and Director of Nursing Professor Angela Wallace. I left with much food for thought, somewhat inspired by the dynamism and vision to build on what has already been achieved in Forth Valley to put our patients first.



Here are some examples of what's happening locally

Patient Experience Champions

We currently have 80 patient experience champions across all areas. These are made up of front line staff and members of the patient panel. Champions use a variety of methods to collect information; for example every week five patients in each ward complete a patient experience questionnaire. This provides 'real-time' information and gives staff the opportunity to respond to any concerns raised. Feedback is also collected via talking mats, digital stories and focus groups.

Kardex Meetings

This enables mental health patients to identify how they feel before and after meeting their consultant to review their treatment plan. Changes have also been made to the documentation so the patient's views can be recorded prior to the meeting, allowing them to raise issues they are concerned about. After every

Kardex meeting, patients also have a follow-up chat with the attending nurse to help ensure clarity and understanding.

You Said, We Did

Patient comments and suggestions are posted on notice boards along with details of changes made in response to this feedback

Complaints

Feedback is provided to staff involved and follow up action is taken, where appropriate. Learning is also discussed at a number of senior meetings and issues and complaints handling now form part of the wider Unit Reviews.

Patient Opinion

We work in partnership with Patient Opinion – a website which enables patients to share their experiences of healthcare services across the country. We actively listen and respond to postings and use the feedback to help make changes to practice, where appropriate.

BOOST FOR DEMENTIA DAY ROOM



A dementia ward at Forth Valley Royal Hospital is £433 richer, thanks to a fundraising and information session in the hospital foyer to celebrate World Alzheimers Day.

The event was organised by Bob Ness, chairman of the Friends of Forth Valley Royal Hospital, Audrey Melrose, Dementia Nurse Consultant and Nicola Doonan, Senior Charge Nurse in Ward B21. Activities included a cake and candy stall, tombola and prize draw.

The money raised will be spent on making a day room more comfortable. The room is used by volunteers who run activity sessions for patients.

The organizers would like to thank everyone who donated items, those who helped on the day and, of course, those who supported the event.

HEALTHY RELATIONSHIPS



Young adults with learning disabilities are being helped to explore relationship issues, thanks to the work of our health promotion staff and Central Sexual Health. Led by Senior Health Promotion Officer Pamela Vannan, Community Sexual Health Educator Joanne Barrie and INTER-ACT Education Worker Mary Scott Watson, the team have produced a series of easy-to read Photostories which look at issues including friendships, intimate and sexual relationships.

Pamela Vannan explained: "We want to help young people with learning disabilities to gain greater understanding about meeting and

making friends, starting a romantic relationship, dealing with conflict, saying yes or saying no, sexual orientation, dealing with the end of a relationship and safer sex and contraception."

Four photostories have been produced, each following four separate couples:

- Anna and Bob meet, get to know each other, and then make a joint decision to go to the sexual health clinic before they have sex
- Callum and Denise become boyfriend and girlfriend but Callum is very possessive and controlling.
- Eric and Fraser are gay. They meet at college and start going out together. They are disappointed by the reactions of friends when they

tell them about their relationship.

- Gina and Harry meet online. Gina is surprised when they meet. Harry is not what she expected him to be.

The Photostories are available as a web download or in paper form. They can be used with groups or on an individual basis and guidance notes have been written for educators or carers/support workers.

You can find the resource and guidance notes on the Central Sexual Health Website

<http://www.centalsexualhealth.org/professionals/schools>



PIONEERING WORK LEADS TO SAFER DELIVERIES

The work of one of our staff, **Sister Midwife Debbie Forbes**, has led to improved safety for women and their unborn babies. Debbie, who works in the maternity department at Forth Valley Royal Hospital has developed new ways of regulating a drug which is frequently used to speed up labour. Her methods, which are now attracting significant interest, have the potential to improve safety in maternity units across the rest of the UK.

Debbie's work, which is part of the maternity patient safety programme, is based on American research and led to her being nominated for the Scottish Health Awards by Associate Nurse Director and Head of Midwifery Gillian Morton, who said Debbie has worked tirelessly on the new development.

She explained: "Debbie is extremely

enthusiastic and has managed to transmit her enthusiasm to engage and motivate both medical and midwifery staff. I have no doubt that the development of this important care package will further improve the safety of women and their unborn babies."

The use of Syntocinon is significant in maternity units across Scotland. It is a man-made chemical that mimics a natural hormone called oxytocin and works by stimulating the muscles of the womb to produce rhythmic contractions. Although very valuable and useful, it can have unwelcome side effects on both mother and unborn baby.

To bring on or maintain labour, it is given by intravenous infusion (drip) and the speed of the infusion is set to maintain a pattern of contractions similar to normal labour. Both Mum and unborn baby are closely monitored to prevent complications. Prior to Debbie's work, no standardised procedure existed

within any NHS Scotland Board for lowering the amount of drug being administered or re-starting the drip should it have to be turned off for a short period.

Debbie is now hoping to share her findings with colleagues across the country to encourage wider adoption and roll-out.



NEW LIFE-SAVING SCANS INTRODUCED



Sonographers have begun a new male screening programme which could save lives. Heather McLeod is pictured at Stirling Community Hospital with Clifford Deans from Doune, the first Forth Valley patient to be checked for an Abdominal Aortic Aneurysm. Mr Deans described the process as "painless and very easy"

Mr Deans, a retired finance director, said he 'felt a glow, knowing that nothing was wrong.'

Weekly AAA screening clinics for men aged 65 are now being held in community hospitals in Stirling, Falkirk and Clackmannanshire and around 1400 men across the area are expected to attend over the next year.

The ultrasound scan takes just 10 minutes and results are available instantly. Around 95% of men are expected to have a normal scan and will exit the screening programme. Further information about the new AAA national screening programme can be found at www.nhsinform.co.uk/screening/aaa

RED CROSS TO THE RESCUE

One of the last duties undertaken by Public Health Director Dr Anne Maree Wallace, before she retired, was to sign a Memorandum of Understanding with the British Red Cross. Although not a contractual agreement, the document promises a wide range of assistance including transporting health professionals through severe weather so they can reach patients.

Dr Wallace said: "I am delighted to sign the Memorandum of Understanding. The British Red Cross play a vital role in any incident and emergency and we were very grateful for the help they gave us during two severe winters when they used four by four vehicles to take community nurses to patients in rural areas. We cannot thank them enough."

David Miller, Operations Director East of Scotland British Red Cross added: "We welcome very much working in partnership with NHS Forth Valley. This will enable us to provide vital support to people in the community in times of need such as severe weather or other emergencies. We share very similar aims in trying to get the best level of care for people across the area."

In addition to practical assistance, the British Red Cross can also offer emotional support in Forth Valley hospitals

and health centres. Other areas of help include providing mobility aids, clothing and hygiene packs, support to other organisations in the distribution of refreshments, multi lingual phrase books and help with restoring family links through tracing and message services.

Pictured after the signing are NHS Forth Valley's former Director of Public Health Dr Anne Maree Wallace and David Miller, Operations Director, East of Scotland British Red Cross.



ONE STOP SERVICE FOR FRAIL ELDERLY

A new one-stop service has been introduced to improve the care and treatment of frail, older people and help reduce avoidable hospital admissions. The service, which is based in the Rehabilitation Unit on the ground floor of Forth Valley Royal Hospital, enables GPs to refer certain patients to a rapid access clinic where blood tests, X-rays and diagnostic scans can be carried out at the same time and an assessment arranged with a consultant geriatrician.

There are 10-12 appointment slots available Monday to Friday (8.30am – 5pm). These are allocated to GPs via the existing call handling service.

Any patients who need to stay in hospital, will be transferred to a new rapid access inpatient unit on Ward A 11, where treatment will be targeted to help them get home quicker, usually within five or six days.

The new service is being run in

conjunction with social work, occupational therapists and allied health professionals, who work together to put a care package in place which will allow people to be discharged much more quickly.

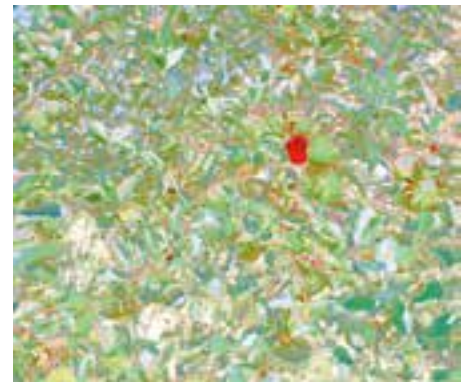
NHS Forth Valley Ageing and Health Consultant Dr Liz Millar said: "It is well documented that staying in hospital a long time can lead to elderly people losing confidence and mobility. They also run a greater risk of being discharged into a care home. We have an ageing population and our rapid access frailty clinic and inpatient unit is designed to

maintain quality of life for as many people as possible."

The rapid access clinic is based in the Rehabilitation Unit on the ground floor of Forth Valley Royal. It has its own outer door with a drop off point and parking space and patients are encouraged to come to the clinic in their own transport, ideally with a family member or carer who will be involved in the assessment process.



GIVING BIRTH TO CREATIVITY



Blitz, a visual artist who's commissions include a huge mosaic wall panel at Philadelphia International Airport. Ava is pictured carrying her carefully packed samples together with NHS

The wraps are off! Prototypes for art work on the walls of the 16 labour suites at Forth Valley Royal Hospital have just arrived from America, courtesy of Ava

Forth Valley Charitable Arts and Wellbeing Co-ordinator Babs McCool.

The move to 'soften' the wall spaces

in the labour suite attracted almost 40 submissions from artists across the UK plus Ms Blitz, who saw the brief on an American website. The entries were shortlisted and the entrants interviewed to ensure they could meet the demands of the brief. Staff were then asked to choose the art work they felt best represented the effect they were trying to achieve.

Making the wall size panels will take several months. They have to be wipeable and cleanable to comply with strict infection control standards. "It's a very unusual commission" added Ms Blitz, "but it makes a very good story to say I am going to Scotland to design panels for birthing rooms!"

TOP MARKS

Staff from NHS Forth Valley have been round and about the area presenting special awards to twelve schools for taking part in a programme to give pupils a healthier lifestyle, and increased confidence.

They each received a framed 'Max in the Middle' T-shirt to recognise their huge achievement through the Max in the Middle project, a week-long learning experience which addresses healthy weight and healthy living. A blend of drama, dance, discussion and food preparation, it is designed to help the next generation of Scottish schoolchildren make informed decisions to improve their mental, emotional, social and physical wellbeing.

Max in the Middle is run by INTER-ACT which is part of NHS Forth Valley. NHS Forth Valley's Lead Officer for Health Promotion Tom Houston said: "The exercise explores aspects of healthier living, including physical activity and food, through the eyes of a typical 11 year old."

Pictured presenting the framed T-shirt at Cowie Primary School in Stirling is Dr Graham Foster, NHS Forth Valley's Director of Public Health. The children had just completed a dance and movement routine featuring balance, co-ordination and imagination and set themselves several challenges such as eating healthier – hence the five-a-day vegetables!





AN EXCELLENT PARTNERSHIP

The dedication and commitment shown by a Forth Valley nurse towards helping people with cancer has been recognised at the 2013 Macmillan Excellence Awards. Sandra Campbell, who is a Macmillan Nurse Consultant for Cancer and Palliative care with NHS Forth Valley, was presented with the Partnership Excellence Award by Olympic rower, Greg Searle MBE.

Sandra has led the development of a number of partnerships which have resulted in many successes, including the Macmillan benefits service in Forth Valley and the new One-to-One service which offers follow up support and advice to people who have recently undergone treatment for cancer.

After receiving a certificate and £100, Sandra, said: "A diagnosis of cancer can be devastating for many people but with the right care we can make sure that patients and their families are supported every step of the way."

Professor Angela Wallace, Director of Nursing for NHS Forth Valley added "We are absolutely delighted that Sandra's work has been recognised. Her commitment, passion and drive to improve the care and treatment of patients with cancer are an inspiration to colleagues across NHS Forth Valley and the rest of Scotland."

WARD A12 SCOOP POSTER PRIZE

Congratulations to Dr Holly McGuigan, Cathy Mercer and Dr Linda Buchanan from ward A12 at Forth Valley Royal Hospital who won the prize for best poster presentation at the recent Scottish Society of Physicians annual meeting.

The poster title was something of a

poser! 'Does the use of a standardised ward safety checklist improve prescribing of prophylactic low molecular weight heparin in acute medical patients?' The answer is yes and the poster fitted in well with the focus on patient safety at the meeting, which had earlier included a lecture by Robert Francis QC, the barrister who chaired the public inquiry into the Stafford Hospital scandal.

DASHBOARD SUCCESS

Real time dashboards which help monitor patient activity across our inpatient wards have achieved recognition for our IT team. They were runners up in the recent 2013 e-Health Awards in

the category 'Best use of innovative IT for patient care.'

The award recognises projects that deliver demonstrable benefits to patients in a clinical setting. The dashboards make it easier for staff to follow the patient journey.



PRIZE FOR PUBLIC HEALTH



An NHS Forth Valley consultant has been recognised by the UK Faculty of Public Health (FPH).

Dr Alex Stirling received the Littlejohn Gairdner Prize after showing considerable potential in making a contribution to public health in Scotland.

The award focuses on work that develops the concepts and policy of public health and shows 'originality, rigour and benefits to health.'

INNOVATIVE THERAPY WINS TOP AWARD

An NHS Forth Valley speech and language therapist, currently on secondment to Strathcarron Hospice, has won a top award for her efforts to improve the quality of life for terminally ill patients. Sally Boa beat off competition from across Scotland to pick up the 'Innovation Award' at the Scottish Health Awards 2013.

Sally's innovative approach which involved practical research and theory-based intervention placed emphasis on supporting patients to achieve what is important to them in the final period of their life.

NHS Forth Valley also had four other finalists at the awards – Dr Dan

Beckett, Consultant Acute Physician/ Speciality Lead for Acute Medicine, Senior Learning Disability Nurse Caroline Gill and her nursing team, Sister-Midwife Debbie Forbes and Alison Kilgour, founder of charity So Precious.

Every year, the Scottish Health Awards recognise and reward the dedicated NHS staff, support workers, volunteers and specialist teams who go the extra mile to provide outstanding patient care.

NHS Forth Valley Chief Executive Jane Grant said: "I am delighted that Sally has won the Innovation Award and would like to offer my congratulations to her and our other finalists. These awards are a superb way of saying thank you to those who are always prepared to go the extra mile to



help others. Successes like this not only recognise the care we give our patients but also act as an inspiration to colleagues throughout our organisation."

CLEAN SWEEP FOR FORTH VALLEY ROYAL

A sparkling performance by cleaning staff at Forth Valley Royal Hospital has resulted in a top award for Serco, in partnership with NHS Forth Valley. The hospital has received the prestigious Golden Services Award 2013 for the cleanest healthcare premises with more than 250 beds.

The accolade follows Serco's Catering Service of the Year Award from the Hospital Catering Association earlier this year, and a positive Healthcare Improvement Scotland report on care for older people in acute hospitals.

The award was presented by BBC newsreader Kate Silverton at a glittering ceremony in London.

Mike Mackay, Solutions Director at Serco Health, said: "We are all delighted to win the award, which is acknowledged internationally as the hallmark of quality and a great way to promote excellence among our staff and partners.



"One of the reasons we won at Forth Valley Royal Hospital was the range of innovative solutions we use to help reduce the risk of healthcare-associated infection. For example, we have integral blinds and disposable curtains, robotic floor cleaning systems and an ozone laundry, 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."

Independent professionals from the British Institute of Cleaning Science carried out the judging process, which examined innovation, staff management, training and client relationships.

IN THE SPOTLIGHT

You must have one of the longest job titles in NHS Forth Valley - what exactly is your remit?

You should see the size of my ID Badge!

I'm responsible for equality and diversity for NHS Forth Valley and making sure we meet our legal obligations, as well as the needs of people experiencing gender based violence accessing our services.

Is this post your lifelong dream?

I love people and I am really excited about the work currently being completed on Person Centred Care, as it's everything I believe in. I have just completed a training resource with young carers, which is available on NHSFV YouTube channel, and of which I am exceptionally proud. It truly reflects Person Centred Care.

I started as a 19 year old nursing assistant, then trained as a nurse. I have had the opportunity to complete a range of roles and experiences including initiating the Disability Service, winning Community Nurse of the Year UK, as well as working with the Health Department on the implementation of the Disability Discrimination Act 2005, through to my current role (now at 42 yrs old +VAT).

Every day has its challenges, as well as days when you just think this is the best job in the world.

Worst nightmare?

Losing my lipstick!

Biggest laugh?

I had an 'Officer and a Gentleman' moment at the Royal Garden Party in Edinburgh a few years ago. A very dashing RAF Officer said he needed me. I thought yes, the wrinkle cream has worked. Did he want me for my charm, wit and personality? No! Prince Charles needed an interpreter. Never mind – if nothing else it will look good on my CV:

'Lynn Waddell - Interpreter by Royal Appointment'.

Pet hate?

People with a superior attitude and manner towards others; or those with a 'sense of humour by-pass'! Remember – life is not a dress rehearsal.

Who would you invite for dinner?

Easy

Stephen Fry – to laugh with

Michael Bubl  – to listen to

George Clooney – Aahhhhh, just to look at!

My late granddad David Beveridge. He was a sign language user who loved the bookies. As a child I could



Lynn Waddell
Equality and Diversity Project Manager
& Gender Based Violence Operational Lead

put on a bookies line at about the age of 5; but he also taught me to talk to the person in front of me and not the disability. Wise man – wise words.

How would you spend a million pounds?

First Class on a Mediterranean cruise looking like an advert for Tiffany's.

Sun, sea and sand or city break?

Sun. I just bought an apartment on a golf course in Spain. I can't play golf – but I am very good at shouting at people from the balcony who can't find their golf balls.

One wish, what would it be?

When I retire I want to live comfortably with my husband Colin; with good health, enough wealth and a continued sense of humour about life and all it brings. Even if it's just continuing to embarrass my son when I dance in shop aisles to music being played!

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