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A Moment In Time

One hundred years from now future generations will be able to discover what healthcare was like in Forth Valley between 1850 and 2010, thanks to a new time capsule which has been placed in the visitor's garden near the front entrance of the new Forth Valley Royal Hospital. The capsule was buried by NHS Forth Valley chairman Ian Mullen to mark the completion of the first phase of the new hospital.



Margo Biggs and Lorna Blair - Patient Representatives

Among the wealth of information will be documents detailing the start of the Royal Scottish National Hospital which once stood on the site, and previous Royal openings of the area's two infirmaries.

Gathering material has provided a fascinating insight into health services before and after the NHS was formed in 1948. For the nurses' garden fete in 1939 at Falkirk and District Royal Infirmary, there were strict rules for the baking competition including the use of Borwick's Baking Powder; each entry to be accompanied by a label from a Borwick's tin!

There's also a leaflet urging everyone in East Stirlingshire to cough up cash to meet the £40,000 cost of providing "an adequately equipped" nurses home, and pictures of some of the children, wearing smocks and aprons, who were the first residents of the Royal Scottish National Hospital.

Badges from Stirling and Falkirk Royal Infirmaries and photos of the Queen Mother opening the Queen Elizabeth wing in 1988 are also included. And from Bellsdyke Hospital, details of how it was founded by the Stirling District Lunacy Board for patients from poorhouses and so-called lunatic wards.



Helping mastermind the collection has been Lorna Blair from the Public Patient Panel. "We are very proud of the history of healthcare in Forth Valley and wanted to preserve details for future generations. Collecting the material has provided me with many trips down memory lane – although not as far back as 150 years ago!"

The stainless steel time capsule is made to last for hundreds of years - and is due to be opened on May 10th 2110.

Chairman Continues to Lead

The chairman of NHS Forth Valley Ian Mullen is to continue in post until February 2012. The extension to his appointment was recently announced by the Cabinet Secretary for Health and Well Being, and allows Mr Mullen to see through the implementation of the integrated health care strategy including the new Forth Valley Royal Hospital.

Mr Mullen has been instrumental in leading the Board in the drive to revolutionise the way that health services are provided for the 300,000 population of Forth Valley. This includes the development of four community hospitals which will support the new acute hospital.

NHS Forth Valley Chief Executive Fiona Mackenzie said: "Ian has successfully led the board through a period of significant change. However there is more to be done and I know that with his enthusiasm and commitment he will relish this challenge."

Mr Mullen, a self-employed pharmacist, has held a number of non-executive appointments within the NHS in Scotland, and is a former chair of the Scottish NHS Chairs Group.

He is a Deputy Lieutenant of Stirling and Falkirk and was awarded an OBE in 2005 for services to the NHS in Scotland.

Two NHS Forth Valley Board members have been re-appointed for a further four years by the Cabinet Secretary for Health and Well Being, Nicola Sturgeon.

Brendan Clark is a chartered accountant who is currently employed as a Senior Auditor with Audit Scotland. His previous experience includes 23 years in local government finance at a senior level.

Dr Vicki Nash is Director, Scotland for Ofcom, the independent regulator and competition authority for the UK communications industries. Dr Nash has significant experience of public, private and voluntary sectors, as well as working at local, Scottish and UK Government levels.



Adios Amigos!

It's adios and goodbye to NHS Forth Valley Medical Director Dr Gareth Davies, who's taking early retirement and looking forward to spending some time in Spain. Staff, many of whom donned Spanish costume, held a party at a tapas bar to give him a taste of life in the sun.



Dr Davies was a GP in Killearn for 21 years. He trained at Glasgow University, gaining his medical degree (MB ChB) in 1975, and his Diploma from the Royal College of Obstetricians and Gynaecologists (DRCOG) in 1977. Studies into the wider field of healthcare led to an MBA in Healthcare Studies in 1998.

Dr Davies was appointed Associate Medical Director of the former Central Scotland Healthcare NHS Trust in October 1997, Medical Director to Forth Valley Primary Care NHS Trust in 1998 and Medical Director of NHS Forth Valley in 2004.

Our new Medical Director is Dr Iain Wallace, who joins us from NHS Greater Glasgow and Clyde.





Front Line Fame

In the last Staff News we featured Jane Thomson, a senior cancer nurse with NHS Forth Valley, who was called up for active service in Afghanistan. Jane, an RAF reservist, is now on the front line in Helmand Province. Before leaving she was filmed at Stirling Royal Infirmary for a news documentary which will be shown later this year as part of the ITV programme 'Tonight'. Details of Jane's deployment were posted on the Ministry of Defence website.

Meanwhile cameras have been in action again in a Forth Valley hospital - this time Falkirk Royal Infirmary, where several staff were interviewed for a short film on infection control commissioned by the Royal College of Nursing.

Recipe for Success

Catering staff in NHS Forth Valley have come out top overall amongst mainland health boards for dishing up tasty food to patients. Figures released by the Scottish Government show that hospital menus tailored to special and personal diets scored a 100% success rate and that more than 95% of patients were happy with the food they received.



The roll-out of a new nutritional data base also showed that NHS Forth Valley scored well in menu planning and food-based standards, with the offer of at least five servings of fruit and vegetables a day and fish twice a week.

Success rates are measured through a traffic light system; NHS Forth Valley recorded seven out of eight categories at "green" and one at "amber".

Staff Encouraged to Share Bright Ideas

Bright ideas developed by staff are to get extra safeguards. Scottish Health Innovations Ltd (SHIL) and the Research and Development Department have teamed up to promote a new NHS Forth Valley policy, which will manage and protect healthcare improvements designed by employees. The launch will be marked with a series of events and a survey with prize draw throughout the month of May.

Staff often identify better ways of working, creating opportunities to improve patient care and ideas can range from service improvements to new or improved medical devices. Developments like these can be classed as intellectual property (IP) and with further research can create a product that benefits patients, staff and the NHS as a whole.

Events to promote the new policy include:

24 May Drop-In Information Day

9.00am - 1.00pm Stirling Royal Infirmary, Conference Centre Rooms 3 and 4

2.00pm - 5.00pm Falkirk and District Royal Infirmary Boardroom and Anteroom

There will also be visits around the entire region during the month of May to give staff an opportunity to discuss their ideas. Check out the R&D site on the NHS Intranet for details of a competition for ideas with a cash prize!

To find out more please visit: http://intranet.fv.scot.nhs.uk/home/Depts/ResearchandDevelopment/RD_Noticeboard.asp

Contact Allyson Bailey R&D Officer or Morag Hoolachan, Research Administrator at: FV-UHB.RandDdepart@nhs.net Tel 01324 677564

Mark Ferguson (SHIL) Mark.ferguson@shil.co.uk, Tel 07500 885817, www.shil.co.uk

Sexual Healing

"You'll never guess where I'm going . . . the sexual health clinic. One of my pals got checked out and he had Chlamydia, he didn't even know he had it! He told me that if you're having sex and not using condoms, then you should get checked out because you could have an infection or STI and not even know."

This text forms part of the script from a new DVD, which will appear on the Central Sexual Health website www.centralsexualhealth.org.



The DVD will also be made available to schools and other agencies who work with young people to support the Sexual Health and Relationships Education (SHARE) programme which is being delivered to secondary school age young people across Forth Valley.

The DVD will feature footage of a local young person's sexual health clinic and show the types of questions that might be asked, examinations that might be required and the range of services on offer.

Department Manager Robbie Duffy said: "We want to reassure people about what to expect and to let them know that we are there to help and that it's not scary."

Vision for Community Hospitals Unveiled

NHS Forth Valley has revealed details of its vision for community hospitals in Falkirk and Stirling. The proposals, guarantee that both sites will have a vibrant future and continue to play an important role at the heart of the communities.

Falkirk Community Hospital will handle around 75,000 patient attendances each year and offer a range of inpatient and outpatient services. These include rehabilitation, palliative care, community dental services, speech and language therapy, dietetics, sexual health and psychology. Around 100 community-based inpatient beds will also be provided for Falkirk patients who need rehabilitation, palliative and continuing care.

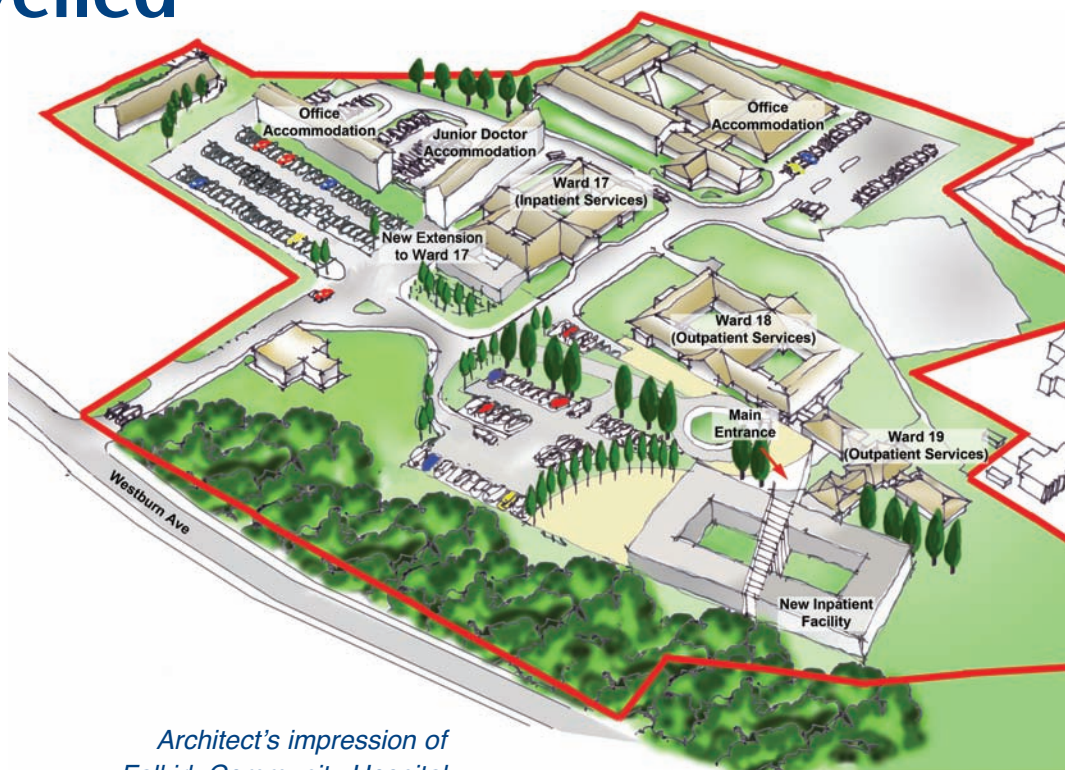
Stirling Community Hospital will deal with more than 200,000 patient appointments annually, and offer a wide range of inpatient and outpatient services, including a minor injuries unit, GP out-of-hours services and X-ray facilities.

The outpatient services will include dermatology, ophthalmology, pain clinics, audiology, appliance and orthotics, women's health (including midwifery-led clinics, antenatal and post-natal care), child health (including mental health services), physiotherapy, speech and language therapy, dietetics and sexual health clinics. A number of these services will be based in a new purpose-built outpatient facility which will be developed on the site. In addition, there will be a range of outreach clinics at the community hospital led by consultants from Forth Valley Royal Hospital. These include clinics for patients with diabetes, neurological conditions, rheumatological conditions and hepatitis.

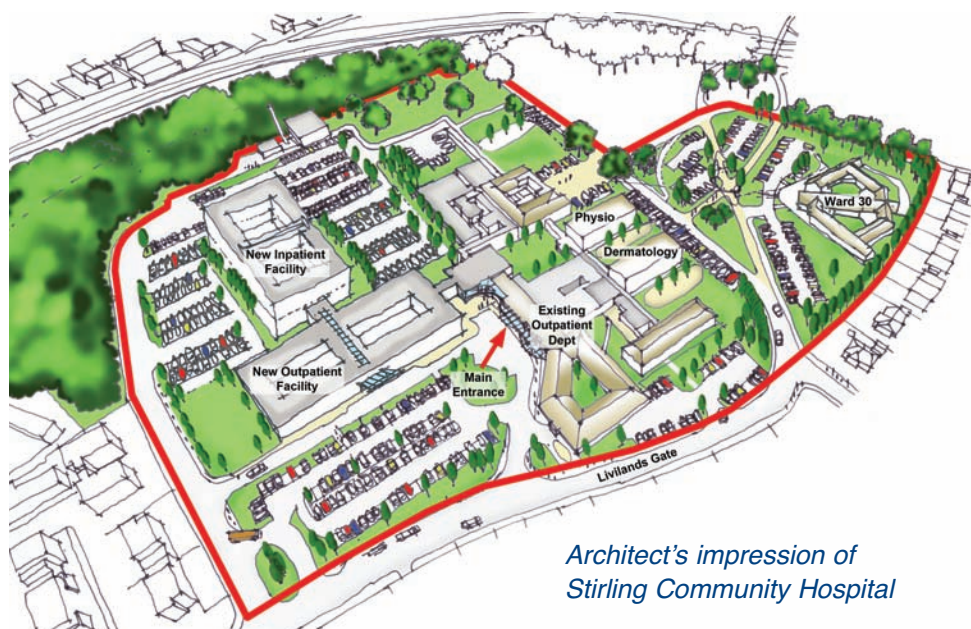
Buildings which will not be required in future will be taken down to make way for new facilities. These include the Windsor Unit and Surgical Block on the Falkirk site and The Queen Elizabeth Wing and Theatre Block at Stirling.

If work goes ahead as planned, Falkirk Community Hospital should be fully operational by Spring 2012 and construction should be completed on the Stirling site by summer 2013.

Discussions are also underway with Falkirk and Stirling Councils to explore whether some of the land freed up on the sites could be used to take forward a number of joint service developments.



Architect's impression of Falkirk Community Hospital



Architect's impression of Stirling Community Hospital

Winning the War on C-Difficile

Newly-released figures show that over the past year, NHS Forth Valley has achieved the second lowest incidence of C difficile within Scottish mainland health boards. Particular successes have been recorded in the elderly age group, where the number of cases in Forth Valley hospitals has fallen by more than 75%.

The news has been welcomed by Director of Public Health, Dr Anne Maree Wallace, who said good infection control procedures and the introduction of a new antibiotic policy had helped contribute to the excellent results.

"The significant drop in cases is a testament to the efforts of our staff who should be congratulated. C difficile can result from treatment with particular antibiotics and we have re-designed our prescribing policy to take this into consideration. We will continue to focus on preventing and controlling these infections to reduce them to the absolute minimum."

The figures were contained in a report from Health Protection Scotland (HPS) and showed that in the over-65 age group in Forth Valley the number of cases of C-difficile fell from 67 in the first quarter of last year to 16 in the last quarter of 2009.

Overall the incidence rate in Forth Valley was 0.45 cases per 1,000 days that patients spent in hospital, compared with a Scottish average of 0.71.

Getting Home

The international charity the Order of St John has gifted £300 this year to help patients with transport difficulties get home from accident and emergency at Stirling Royal Infirmary. Last year 64 patients and families benefitted from the charity's generosity.

The money is handed out on a discretionary basis to patients who don't require an ambulance but have no other means of transport. This often applies during the night and can help pay for a taxi.

The Order of St John, Central Area, also has a large holiday home in Strathyre, perfect for groups of people needing a countryside break. The house, which sleeps 12 people, is on one level and suitable for people with limited mobility or wheelchair users. The Order of St John welcomes enquiries from individuals and other charitable organizations.



To find out more,
contact Order of St
John Central.
Telephone 01324
624735
e-mail:
[stjohncentral@
aol.com](mailto:stjohncentral@aol.com) or
[stjohnstrathyre@
aol.com](mailto:stjohnstrathyre@aol.com)

NHS Forth Valley Scrubs Up Well

According to new Government figures, NHS Forth Valley is once again the top mainland board in Scotland for hand hygiene. Staff achieved a success rate of 98% - four per cent higher than the national average - and NHS Forth Valley has been a consistent top performer for the last year.

Hand hygiene figures are now being published nationally every two months instead of every quarter.



keeping **staff** informed

New Decade New Hospital

Forth Valley Royal Hospital Update

Brave New World

The opening of Forth Valley Royal Hospital in August will see healthcare launched into a brave new world, with what is believed to be the UK's first fleet of robots to give a helping hand!

Bristling with technology, the five foot tall machines - which resemble large office photocopiers - will trundle between wards carrying bed linen, waste and medical supplies. And although they're

fully automated, there's no chance of a collision with visitors and patients, as the robots have been programmed to run along corridors which are separate to those used by the public. The system is expected to give a better deal to patients, freeing up hospital staff from transporting heavy goods.

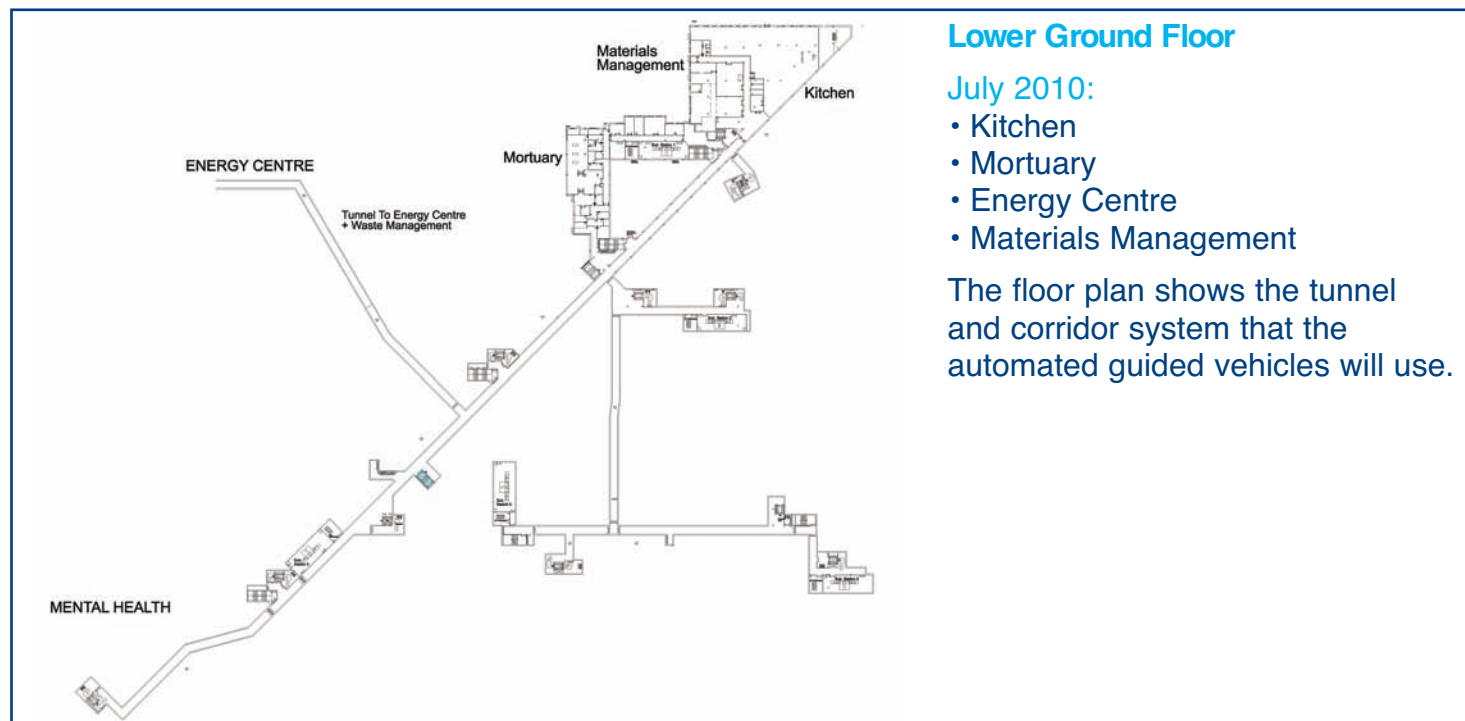
Another robot will also be used to help dispense prescriptions, making NHS Forth Valley the first health board in Scotland to install a FULLY robotic pharmacy system, capable of labelling medicines as well as picking the drugs from shelves.

Project Director Maureen Coyle said using robots brings a whole new dimension to healthcare. "The separation of staff from the movement of goods has always been key in NHS Forth Valley's bid to provide an excellent environment for all who will use the new hospital. The robots allow this movement of goods to happen behind the scenes, ensuring a calmer environment for all. There are also significant benefits in reducing the opportunity for infections to spread."

The move has also been applauded by NHS Forth Valley chairman Ian Mullen, who said the installation of a robotic dispensing system will further improve the safety and efficiency of the medicine supply process. Mr Mullen, himself a pharmacist and former chairman of the Scottish Pharmaceutical General Council (SPGC) said: "National pharmacy strategy recommends that pharmacy staff should be encouraged to move towards a more clinical role. Delegating the dispensing function to robots under supervision, helps to achieve this."



Which Department Opens When



Ground Floor

July 2010:

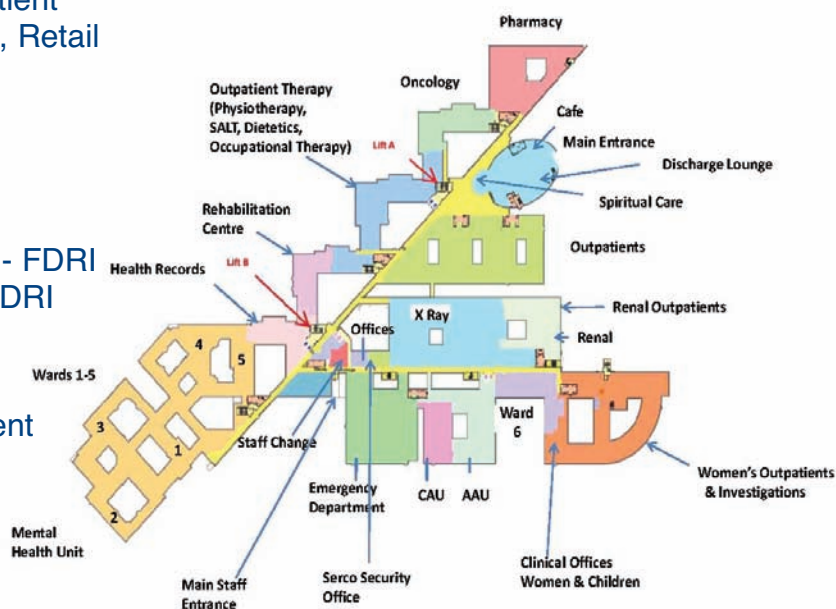
- Pharmacy - FDRI site only
- Oncology
- Therapy - (Physio, OT, Speech & Language, Dietetics) - FDRI only
- Day Hospital (Rehabilitation Centre) - FDRI
- X Ray - FDRI excluding MRI & 1 general x-ray room
- Renal Unit
- Out-patients Department - including Cardiology investigations FDRI
- Discharge Lounge
- Medical Physics
- Main Entrance - Reception, Café, Cashiers, Spiritual Care, Radio Royal, Volunteers Office, Patient Information Area, Citizens Advice Bureau, Retail Units, Ambulance Liaison Office,
- Staff Changing & Lounge
- Clinical Office Suite
- Temporary inpatient Wards A 31 & A 32
 - Paediatric Out-patient - FDRI
 - Gynaecology & Maternity Out-patient - FDRI
 - Early Pregnancy Assessment Unit - FDRI

September 2010:

- Mental Health Unit - Wards 1-5
- Mental Health Unit - Outpatient Department

July 2011:

- Emergency Department
- Clinical Assessment Unit
- Acute Assessment Unit
- Gynaecology Ward
- Women's Day Care Unit
- Pharmacy-SRI site
- Medical and Surgical Wards
- Women's Out-patient & Investigations
- Women & Children Offices
- Health Records
- Day hospital (Rehabilitation Centre) SRI
- Therapy (SRI)



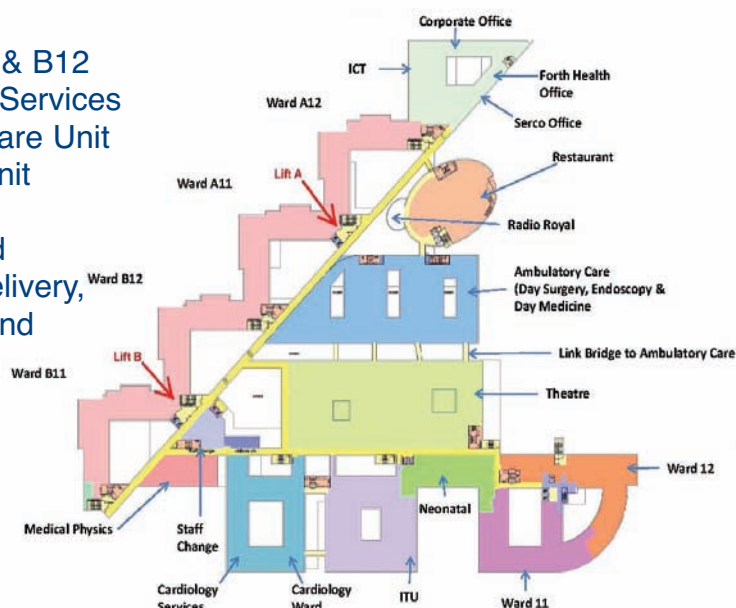
First Floor

July 2010:

- Wards A11, A12
- Restaurant
- Ambulatory Care
- Day Medicine
- Day Surgery Unit
- Endoscopy
- Theatres-FDRI
- Medical Physics-FDRI
- Corporate Office Accommodation
- ICT Department
- Staff Changing & Lounge

July 2011:

- Wards B11 & B12
- Cardiology Services
- Intensive Care Unit
- Neonatal Unit
- Obstetrics
- LDRP Ward (Labour, Delivery, Recovery and Postnatal)



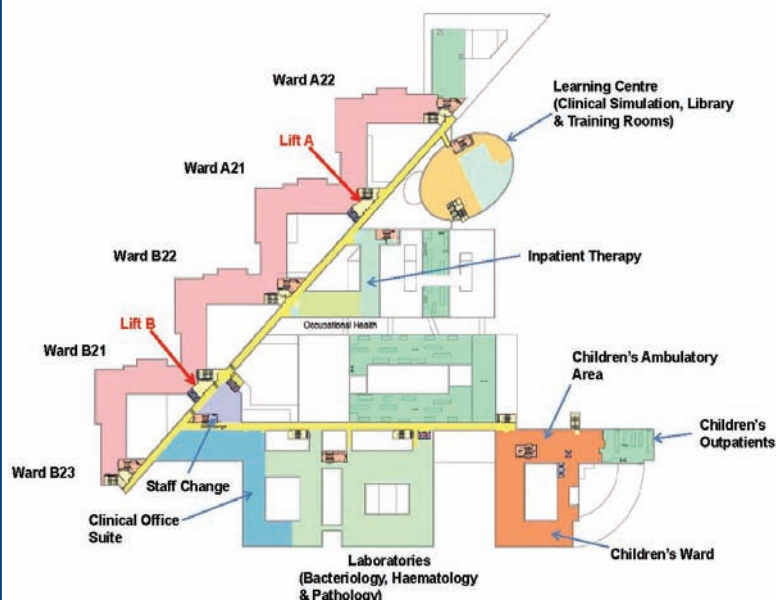
Second Floor

July 2010:

- Wards A21 & A22
- Occupational Health
- Learning Centre
- In-Patient Therapy
- Clinical Office Suite-phase 1
- Staff Changing & Lounge

July 2011:

- Wards B21, B22, B23
- Laboratories
- Children's Services
- Office
- Accommodation-Phase 3



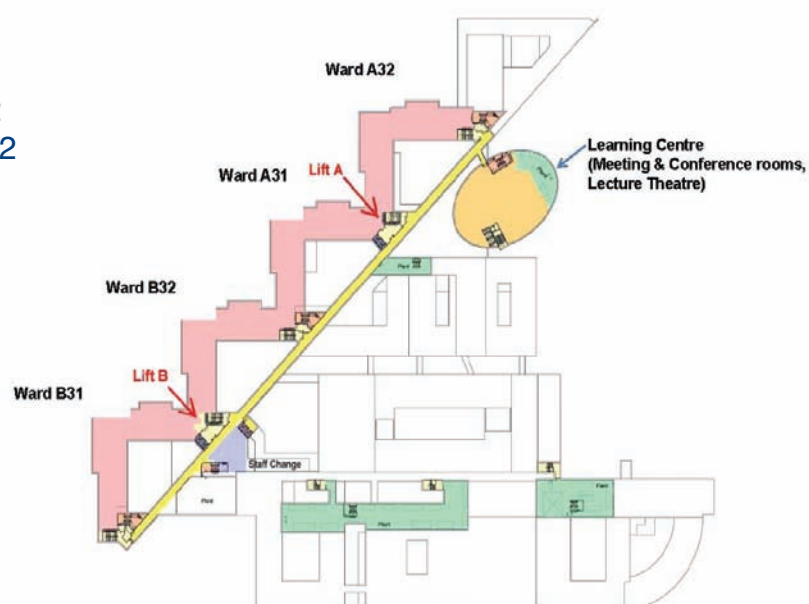
Third Floor

July 2010:

- Learning Centre

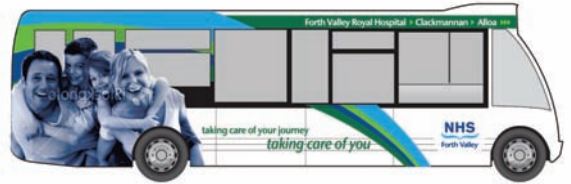
July 2011:

- Wards A 31 & A32
- Wards B 31 & B 32



Travel to the New Forth Valley Royal Hospital

To support the move to Forth Valley Royal Hospital (FVRH) a number of plans to develop and improve transport and car parking have been put in place these include:



Car Sharing

Car sharing is an easy way to cut your carbon emissions, and save money which is why we've teamed up with Liftshare, the UK's biggest database of car sharers to allow staff members to consider car sharing. Log on to www.nhsfvcarshare.co.uk for further information.

Walking and Cycling Routes to FVRH

Improvements are being made to the walking and cycling routes to the FVRH. There will also be a designated area to leave your bike at the new FVRH hospital and staff will have access to changing room facilities.

New Bus Services/Rail Link

NHS Forth Valley have commissioned and supported a number of new bus services which will provide links to FVRH from Alloa, Grangemouth, Denny, Maddiston, Wallacestone, Polmont, Skinflats & Stenhousemuir. A new shuttle bus will run from Larbert Rail Station to FVRH. It will be free to anyone with a valid train ticket.

First Bus 38 Service

First Bus has announced that their flagship 38 service will be providing a link every 20 minutes to FVRH from Stirling and Falkirk bus stations.

Bus Travel Salary Sacrifice Scheme

NHS Forth Valley are in discussions with First Bus to explore the development of a Tax Buster Travel Scheme. The scheme would allow the purchase of an annual bus pass, paying for it via salary sacrifice.

This means it would be cheaper because salary sacrifice payment is exempt from Income Tax and National Insurance contributions.

Train Travel

Following discussion with First ScotRail NHS staff wishing to travel by rail to Larbert and who want to buy a season ticket will be offered a 10% reduction. Further details such as contact telephone numbers and discount code will be available shortly. Look out for further information in the Staff Brief.

Car Parking Policy

The car parking policy at FVRH is similar to the policy already in place at FDR1 and SRI with defined parking areas for user groups, time managed parking in the public areas and the need for staff to have a permit to access staff parking areas. Where the policy differs is that all staff can apply for a permit but not everyone is guaranteed to receive one. A maximum four hour stay will operate in patient/public car parks and no return within two hours.

Travel Information/Staff Induction

NHS Forth Valley's Travel Manager will be on hand at the Staff Induction days from the 11th May 2010 onwards to provide more information.



Thank You Very Much



Six year old Heather Inglis has been acknowledged as one of Stirling Royal Infirmary's youngest fundraisers. Heather from Blair Drummond, was once a patient in the special care baby unit, and helped host a fun day at her father's farm to say thank you to nursing staff. Her efforts raised £600.

Heather, together with a wide variety of volunteers and fundraisers, were invited to attend an event to thank those who have made a special contribution to health services across Forth Valley over the last year.

Contributions from the WRVS, Society of Friends of Stirling Royal Infirmary, the Friends of Falkirk and District Royal Infirmary and the League of Friends, along with donations from many individuals and families, have been used to support a number of important projects.

Top Surgeons Help Forth Valley Kids

Top surgeons from a leading children's hospital have begun carrying out operations at Stirling Royal Infirmary, meaning youngsters can now receive treatment closer to home.

The move, which has been welcomed by parents, avoids a 30 mile journey to the Royal Hospital for Sick Children at Yorkhill in Glasgow.

The new service is part of the National Delivery Plan for Children and Young People's Specialist Services in Scotland, and involves three visiting surgeons who rotate weekly every Thursday. Their schedule is a theatre list in the morning with five patients followed by an afternoon outpatient clinic where around 14 children are seen. A range of general surgery is provided for children aged from six months old to 14 years of age.

NHS Forth Valley Department Manager Paediatrics, Helen Bauld said: "This is very good news for families in Forth Valley. Previously few adult surgeons were happy operating on children but this dedicated service means that a lot more can be done locally. In the long term such work will ultimately increase the range of procedures that will be offered at Stirling Royal Infirmary."

Pave the Way

If you haven't heard about PAVE, where have you been hiding? Especially as a new website was launched last month!

PAVE stands for Patients, Advice, Volunteers, Education, and in December 2008, Charlene Condeco and Caroline Nisbet from the NHS Forth Valley Disability Service (pictured with volunteers) submitted a proposal to the Scottish Government to set up a patient-centred carer and family support service in the new Forth Valley Royal Hospital, to support people with a disability.

Led by the Disability Service and supported by volunteers, benefits will include a buddying service, and volunteers trained in specific topics which are not considered mainstream, such as visual impairment, transcription and accessible formats.

If you are interested in finding out more about PAVE or would like to become a volunteer, please telephone 01324 590870, fax on 01324 590867 or text on 07826 875325. Alternatively e-mail FV-UHB.pave@nhs.net or visit the website on www.nhspave.co.uk

Charlene and Caroline would also love to receive feedback on the new web-site.



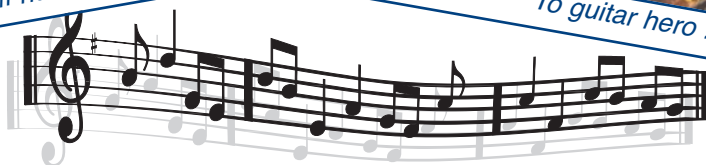
Alter Ego - Stone the Crows



From staff nurse . . .



To guitar hero . . .



Once a week, Staff Nurse Stephen Myles swaps his world of vasectomy lists, cystoscopies and operating theatres to practise guitar and harmonica. For several hours he can be found in a rehearsal room in Cumbernauld, or if he really wants to make a noise, a recording studio in the back garden of a house in Stenhousemuir. All part and parcel of Stephen's alter ego as a member of The Crows, a five piece band who play Americana, rock and roll and a hint of blues.

Stephen has always had a yen for music - together with his brother-in-law he has been in bands since the early 1980's. In his words "not bad going" in a profession where bands split and reform more often than you've had hot dinners.

The Crows have been playing 'live' for the past year and a half - gigs have taken them to Renfrew Ferry in Glasgow, Whistlebinkies in Edinburgh and the Argyll Bar in Falkirk.

"It's a release. It's doing something completely different and the fact that we write our own stuff is relaxing as well. A couple of patients have been surprised to hear about my musical talents and staff give it the 'uh uh - very good' but seem pleasantly impressed when I bring a CD in. A lot

of people are sceptical because of our age but we were older when we started so that doesn't bother us."

Stephen who was initially a psychiatric nurse, did general nurse training in 1982, and since then has worked in urology apart from a five year spell in general surgery. The fact The Crows bass player has his own studio is an enormous advantage. It means each band member can lay down tracks individually, absolutely vital when shift working is involved.

So why The Crows? "One of two suggestions from my brother-in-law - the other was The Lucky Dogs. Given the choice I plumped for The Crows. Our motto: "We've suffered for our music, now it's your turn."

His family are musical too. Both sons play guitar, and wife Ann, a sister in the Windsor Day Hospital, has always sung around the house. When Stephen did acoustic nights at local venues, the vocals were provided by Ann.

"What The Crows are trying to do now is get support slots at bigger venues - we are just waiting for that opportunity. After that, who knows?"

Do you parachute from planes or pilot a hang-glider? Are you a musician, or singer with a band? Is stand-up comedy your forte? Do you take part in charity runs or raise money for good causes. Or is your idea of a perfect holiday scaling Everest?

If so, we want to hear from you for what we hope will be a regular feature in Staff News about peoples lives outside of work. Tel 01786 457243 or e mail: kate.fawcett@nhs.net.

Never a Spare Moment!



Kirsti Macdonald who combines NHS reception duties with being a student, also find time to participate in some pretty daunting tasks, which have led to her receiving a Gold Duke of Edinburgh Award and now the Queen's Scout Award.

Kirsti, who works for the staff bank and is training to become a primary teacher, currently covers reception at the Young Persons Sexual Health Clinics and helps with reception at the Alloa Family Planning Clinic. Part of her remit for the Duke of Edinburgh Gold Award, which

took two years to complete, was a four day three night hike across the Trossachs, which she undertook with her twin brother Niall, two cousins and their friend.

To gain the Queen's Scout badge, Kirsti had to spend 18 nights at Scout residential camps, 12 of which had to be under canvas. She also had to complete 18 months membership of the Explorer Scouts and give a presentation about the achievement of the Queen's Scout Award to a selected audience.

Relay for Life

It's not until September, so staff have a few months to get fit if they want to join the Cancer Research UK Relay For Life at Grangemouth Stadium.

The event runs for 24 hours to represent the fact that cancer never sleeps and involves teams of 8-15 walking circuits of the racing track. Each team must have at least one member of the team on the track at all times.

The first lap kicks off with "survivors" - local people who have either won their fight with cancer or are still undergoing treatment. They range in age, with the youngest 12.

This is Falkirk's fourth year staging the event; last year a whopping £43,000 was raised for research into cancer treatments and this year the organisers are hoping to beat this. The relay starts at 12.00pm on Saturday September 25th and finishes at 12.00pm on Sunday 26th. In addition there'll be entertainment including live bands, a chance to win a Wii, stalls selling handmade cards and jewellery and a bouncy castle for kids.



Help Make Scotland an Active Nation

NHS staff across Scotland are being urged to get behind Active Nation - a new Scottish Government drive to get Scots moving in the run up to the 2014 Commonwealth Games.

It is part of "A Games Legacy Plan for Scotland" which aims to achieve a positive legacy from the Glasgow Commonwealth Games in 2014 and other major sports events.

There will be a series of high profile partner events to encourage the public to take part and increase their activity levels.

Scots will be able to register their Personal Activity Goals (PAG) as they take the first steps to getting more active. Through the website www.ouractivenation.co.uk people will be able to track their progress and find out about local events and activities.

For more information staff can also e-mail gameslegacy@scotland.gsi.gov.uk



Coming Soon . . . Investors in People Review

In 2007 NHS Forth Valley became the first NHS Board in Scotland to be awarded the Investors in People Award (IIP) across the whole organisation. The accolade was achieved in recognition of excellence in the way staff are trained, managed, encouraged and developed.

The first assessments took place in 2007 and it is now time for a review. This means that during June there will be interviews and focus groups taking place within the main sites. These will be short and entirely confidential.

The IIP review will look at how NHS Forth Valley involves its staff in contributing and delivering its healthcare strategy, and will seek views on how the organisation leads, engages and develops its staff.

This year the review will be led by a trained IIP Internal Reviewer Morag Thomson, supported and supervised by an IIP Managing Assessor, and will include staff at all levels.

Check out the Intranet and the Learning Centre for more information, or contact the Training Centre at Falkirk and District Royal Infirmary.

Fit Note

A new fit note has been introduced to replace a sick note.

It is intended to support people to stay at work which, on the whole, is better for health, or get back to work sooner with help from their employers. This could include a phased return to work, altered hours, amended duties or workplace adaption.

NHS Forth Valley already has an Attendance Management Policy which supports people back to work. As such, the move to the new Fit Note should not pose issues. Rather it reflects the good practice which already exists within the organisation.

The Occupational Health Service will be in touch with GP practices to remind them of the support we offer.

To learn more about Fit Note, log on to www.dwp.gov.uk

Be Part of the Credit Union Family

The NHS Credit Union has been formally launched within NHS Forth Valley.

Chief Executive Fiona Mackenzie, and Employee Director, Tom Hart together with other NHS Forth Valley representatives were joined by the Credit Union Volunteer Director Robert Rae and General Manager Robert Kelly to confirm the new partnership arrangement.

Staff from the NHS Credit Union were on hand throughout the day at Stirling Royal Infirmary to hand out information and answer questions.

If you are interested in joining, further information and application forms can be found at www.nhscreditunion.com or by calling 0141 445 0022.



Bill Gray, Information Manager speaking with Fiona Mackenzie, Chief Executive at the launch of the NHS Credit Union in NHS Forth Valley

Top 10 reasons to join the NHS Credit Union:

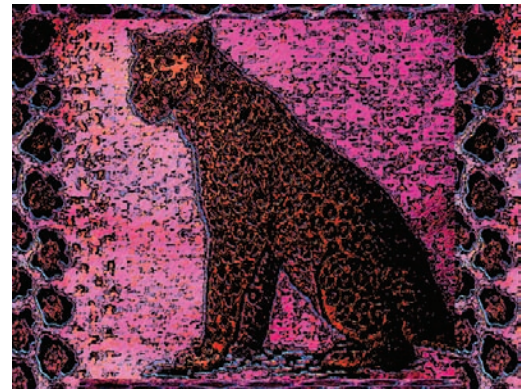
1. Your money is completely safe and secure
2. Convenient way of savings as money is deducted directly from your salary
3. Opportunity to borrow money at competitive rates with no hidden charges
4. Free life insurance on savings and loans
5. Credit unions are co-operatives which are owned by their members
6. You can access other services such as insurance and junior savings accounts
7. You get an annual dividend paid on your savings
8. By saving you are increasing the pool of money available for members to borrow
9. Our products and services are tailored to the needs of our members at all times
10. No penalties for paying back your loan early

Reaching Out

New art which challenges mental health stereotypes is currently on display at the Stirling Smith Art Gallery and Museum.

The artwork is part of an exhibition called Stories of Recovery, produced by two frontline arts organisations - Artwork Central and Reachout With Arts In Mind - a wide range of work is on show including drawing, painting, printmaking and jewellery, with some items for sale.

Artwork Central works with people with enduring health problems in hospital and community settings and holds weekly art classes for people recovering from mental health issues. Clackmannanshire-based Reachout With Arts In Mind provides a creative drop-in for 98 adults from the Wee County and across Forth Valley.



Same Day Service

Immediate discharge letters (IDL's) are now being sent to GPs electronically from most wards in Stirling Royal Infirmary and Falkirk and District Royal Infirmary. This means practices receive them in a matter of hours. The system has been described as "brilliant and very easy to use". Last year it was piloted in wards 17 and 18 in SRI.

Letters are sent to a holding queue for six hours, giving users enough time for recall should changes or amendments be needed. They are then sent out via the SCI gateway.

Liam Coughlan, Suzanne Millar, Samantha Robinson and Jason Cormack from the eHealth Programme Office implemented the roll-out by visiting GP practices, creating documentation and liaising with ward staff. Benefits not only include a quicker service and less paper, but letters are filed directly into the practice Docman system.

If a patient's practice is outwith Forth Valley a paper copy of the IDL will still print out for posting. The system is being used in all areas except mental health and the labour ward, who will continue using paper.

For more information: liam.coughlan@nhs.net (01786 434746) or suzanne.millar@nhs.net (01786 434739).

Caring For Carers

More than 200 new carers have been provided with information and support at Falkirk and Stirling hospitals, thanks to a Carers Health Liaison Worker. Now this work is to be extended into the community and two new staff have been recruited to work with GP practices across Forth Valley. These workers will also provide training sessions for NHS Forth Valley staff, to make sure they are aware of carers needs and can direct them to sources of help.

The scheme is being funded by the Scottish Government and also includes the appointment of a Carers Training and Development Co-ordinator to develop a programme of training sessions for carers. Research shows that allowing carers to build on their skills and knowledge helps them carry out their caring role and encourages them to look after their own health and wellbeing.

The Carer Information Strategy Project Team are based in the Carers Centre in Falkirk. Tel: 01324 611510.

In the spotlight this issue is . . .

Jacqueline Richardson Patient Focus and Relations Manager

How would you describe yourself?

Domestic Goddess! My friends would die laughing as they call me the 'queen of ping cuisine'.

My Working Day . . .

Alarm goes off at 5.30. Good for me because I am a morning person. I live in East Lothian so leave for work at 6.45 to miss the city by pass traffic. Getting in early means I usually have the first hour to myself, catching up on emails and paperwork. I try to attend the patient relations team meeting every morning where we review the progress of current complaints. A typical day can include meeting with the Patient Public Panel, the Scottish Health Council, volunteers - you name it, I'm always there! I generally leave work around 5.00 and go straight to the farm near my house to ride my horse. She's an Irish Draft cross, 15 years old, and her name is Tosca. And, like her owner, quite spirited! Saddle sore I flop into a chair around 8.00pm.

How I arrived at my present post . . .

Started nurse training at the Royal Infirmary of Edinburgh in 1982 where I worked as a staff nurse for 4 years. Worked as a Ward Sister for 9 years at the Western General, Edinburgh. And then spent 3 years at the Marie Curie Centre at Fairmile in Edinburgh before commissioning and managing the new Edinburgh Erskine Home for ex-Service Men and Women. In January 2008 I returned to the NHS to take up my present job.

On the Box or Ipad shuffle?

My favourite programme is The Bill - I am completely devastated it's ending in the autumn. How am I going to spend my winter nights? I also like Saturday Morning Kitchen. I can't cook but I lurve James Martin!

Don't have an ipod - I still buy CDs. I love all music and have everything from the Black Eyed Peas to the Black Dyke Mills Brass Band!

What's always in your fridge?

Wine - But not for long.

On your Book Shelf?

I've just started reading for pleasure again. After finishing my Masters I couldn't bear to pick up a book for ages. Current favourites are Stella Rimington, and Jenny Pitman novels.

Time Traveller . . .

Wherever I land I hope it's the right place - my lack of sense of direction is legendary. The first time I tried to get from Stirling Royal Infirmary to Carseview, a distance of two and a half miles, it took me an hour and a half! The team had to direct me over the phone. On a more romantic note, I'd like to be on the Orient Express with Hercule Poirot.

Dog or Cat?

I have a 10 year old lurcher that I've had since he was a puppy and a 6 year old greyhound I rehomed last year from the Greyhound Awareness League - so definitely no cats.

Pet Hate?

Rudeness!

What people might not know?

I have sung in the MOD twice. With the school choir I hasten to add, and not as a soloist!

Where do you see yourself in 5 years time?

If I'm not on an exotic beach counting my lottery winnings I hope I'll have found a millionaire!



INVESTOR IN PEOPLE

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