

Women & Children

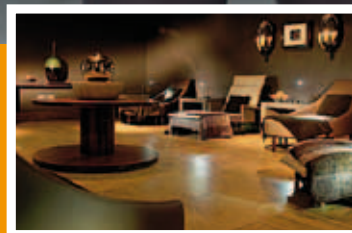
# Healthy Futures

**Forth Valley Royal Hospital  
Phase 3 - Special Edition**

**WIN**  
**A SPA DAY  
FOR TWO**  
**SEE PAGES 8 & 9**

**HIGH UP,  
DOWN UNDER**  
**SEE PAGE 5**

**SHIP  
AHOY**  
**SEE PAGE 7**





# CHAIRMAN'S MESSAGE

It's hard to believe that we have reached the final stages in a journey which began some 20 years ago when a new acute hospital for Forth Valley was first mooted. What we have achieved is a first class facility which will not only deliver vast benefits for our patients but also provides an exciting new working environment for our staff.

The remainder of our acute services, including the women and children's unit, surgical and medical wards, accident and emergency care, and critical and coronary care, will be settling in over the next few weeks when services transfer from Stirling Royal Infirmary between the 11th and 18th July 2011.

The success of this amazing facility is down to the hard work, dedication and commitment of staff across the organisation, too many to mention

individually. But I want you to know that all your hard work and efforts over the past years are very much appreciated.

It is a tremendous achievement for everyone involved and will ensure that Forth Valley is at the forefront of healthcare developments, not only in Scotland, but across the world.



# CHIEF EXECUTIVE'S MESSAGE

We stand on the threshold of a new beginning for health care in Forth Valley.

As the final raft of acute services transfer across to Forth Valley Royal Hospital I want to place on record my sincere thanks for the commitment of all involved.

By working together we have created an outstanding facility that is special in many ways – from the innovative design and layout to the wonderful woodland setting and spectacular views.

This may be the end of the journey in terms of services moving across to the new Forth

Valley Royal Hospital but it heralds a new era in the way we deliver care.

We remain committed to looking after people as close to home as possible and have invested in developing and improving a number of community hospitals, health centres and clinics across Forth Valley.

I think we have much to celebrate and be proud of.



## WHERE ARE THEY NOW?

The third and final phase of Forth Valley Royal Hospital will involve the transfer of a wide range of acute services from Stirling Royal Infirmary between the 11th and 18th July 2011. This includes A&E services, the labour ward, children's ward, neonatal and intensive care services which will all transfer across on Tuesday 12th July 2011. Medical and surgical wards, laboratory, cardiology and radiology services will also transfer during the week along with a number of other clinics. A full list of the services which will transfer can be found on the Forth Valley Royal Hospital page of the Staff Intranet along with details of the new telephone numbers. Listed below is a brief guide to the new locations of key services and departments at the new hospital.

### EMERGENCY

Ground floor - Emergency Department (majors, minors and resuscitation areas, GP out of hours services for Falkirk area, Clinical Assessment Unit and

Acute Assessment Unit)

First floor - cardiology and critical care (Intensive Care and High Dependency Unit)

Second floor - laboratory services (these are moving across from

Falkirk and Stirling) and consultant offices

### WOMEN AND CHILDREN

Ground floor - investigations and outpatient clinics

First floor - neonatal (Intensive Care Unit and Special Care Baby Unit) and maternity unit

Second floor - children's services (inpatient ward, assessment area and outpatient clinics)

## EMERGENCY DEPARTMENT



Words cannot convey how excited we all are to be moving to our state-of-the-art, purpose-built shiny new Emergency Department at Forth Valley Royal Hospital, and the opening of Stirling's own Minor Injury Unit (MIU) on the 12th July this year. Those of you who have been to our existing A&E in Stirling will know how congested it can be.

In our lovely new department at Larbert we will have separate areas to provide treatment.

One will be for patients presenting with minor injuries, for example sprains, wounds, broken bones to name but a few. The people who attended Falkirk Minor Injury Unit can now be seen in the treatment area in the Emergency Department in Forth Valley Royal Hospital which will be staffed by doctors and emergency

nurse practitioners like myself.

The second area is the trolley area, This will have 14 beds to care for the sick and trauma patients. It is a large horseshoe shape which gives us lots of space.

The third section is our resuscitation area which has four adult and two paediatric beds to provide immediate critical care and emergency trauma care. This area will have up-to-date digital X-ray imaging and many machines that go beep and bing!

Stirling Royal Infirmary, which will become a Community Hospital, will have a brand-new nurse-led Minor Injury Unit. This unit will be open from 9am to 9pm and patients will be seen by emergency nurse practitioners who can assess, diagnose (with the help from x-ray) and treat.



All this space will inevitably mean much comfort for our patients and we look forward very much to continuing to offer the very best of care.



Andrew McAviney  
Emergency Nurse Practitioner



## INTENSIVE CARE

The new Intensive Care Unit at Forth Valley Royal will provide care for people who were previously housed within ITU and HDU at Stirling Royal Infirmary. The department will have 19 beds all equipped to the same standard to provide maximum flexibility. This means that we will be able to provide care on a seamless continuum from HDU level care all the way up to full respiratory, cardiac and renal support without having to move the patient.

The medical and nursing staff in ITU and HDU in Stirling have increasingly been working as a single team now for a number of years, and the geographical layout of the new department will help to cement this process. Apart from this, the other significant benefits of the new ICU relate to space and enhanced facilities for families.

The bed-spaces in the clinical areas are designed and purpose built to accommodate all of the equipment required to provide 21st century intensive care. This will mean a safer, tidier working environment for staff and patients alike. In addition to this we now have more overnight rooms, family interview and waiting areas. This will undoubtedly be of benefit to families and will increase their comfort during their loved ones stay in ICU.



Shaun Maher  
Senior Charge Nurse  
Critical Care

# WOMEN AND CHILDREN

The new Women and Children's Unit at Forth Valley Royal Hospital has been designed to make time spent in hospital as comfortable as possible.

We are looking forward to moving to a new purpose built, spacious building with great facilities.

The biggest change is that the labour ward and neonatal unit are all on the same floor, which will improve access for patients.

There will be improvements in the labour ward. Women can now stay in their own en-suite delivery room from admission to discharge if they are only in for a short stay. It means enhanced privacy for mum and for the rest of the family.

The labour ward also has two purpose built birthing pool rooms, where mums can labour in if they wish to.

Another benefit of the new unit is the

improved facilities for parents in both the paediatric ward and the neonatal unit. There are two bedrooms in the neonatal ward where parents can stay if they have a very sick child. They can also stay the night before they bring their baby home so they can get used to looking after the baby overnight.



Lynnette Mackenzie  
Senior Charge Nurse

## FORTH VALLEY DOCTOR RUNS INTO THE RECORD BOOKS

A Forth Valley doctor has become a Guinness World Record breaker after running the Edinburgh Marathon dressed in a full set of theatre scrubs, a white cotton coat and the obligatory stethoscope around his neck.



Dr Ewan Jack, a Consultant Anaesthetist at Stirling Royal Infirmary, completed the race in an impressive 2 hours and 53 minutes, beating the

previous record of four hours and 16 minutes.

His tough training regime included runs totalling more than 600 miles in full doctors' regalia which brought more than a few remarks and looks of surprise from fellow runners and members of the public.

He has raised an outstanding £15,577.15 for motor neurone disease, spurred on by the fact his

brother was diagnosed with the condition in the summer of 2009.

Dr Jack explained why he was so keen to raise money to help tackle this distressing disease "Motor neurone disease (MND) is one of the most distressing and depressing conditions to afflict any patient. There is no cure and very little to slow down the progress. The average life expectancy is a mere 18 months from time of diagnosis. Motor Neurone Disease Scotland is a charity that supports people affected by this disease and funds research into the condition. I'd like to take this opportunity to thank everyone who has sponsored me and helped support the work of this worthwhile and much needed charity."

Donations can still be made at [www.justgiving.com/Ewan-Jack](http://www.justgiving.com/Ewan-Jack)



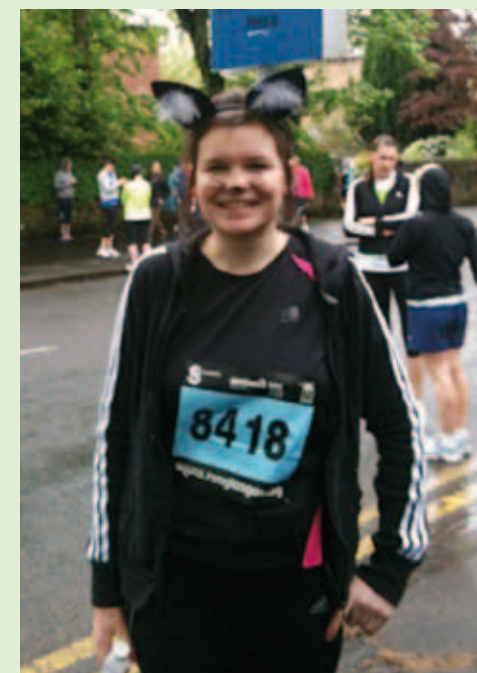
## HIGH UP DOWN UNDER

Proving she has a good head for heights, Lynn Turnbull from the Cardiac Department climbed the Sydney Harbour Bridge in memory of her grandmother Annie Nicol, a long-term patient with Parkinsons. The bridge stands 440 ft above the harbour and she was accompanied through catwalks and up ladders and stairs by her husband Donald, who works for Falkirk Council. Safety precautions include a blood and alcohol reading and a simulator which shows climbers the conditions that might be experienced on the bridge.

The couple, seen enjoying the breathtaking view from the top, raised more than £200 for the Parkinson Endowment Fund in Forth Valley. Lynn subsequently presented the cheque to Dr Elizabeth Millar, Consultant in Ageing and Health and Kay Mair, Parkinsons Nurse Specialist.



## WHAT'S NEW PUSSYCAT?



Running her first ever 10k, Fiona Snedden from the Communications Department raised more than £250 for the Cats Protection League. Fiona was dressed to resemble her own feline friend Buttons, complete with painted whiskers and a tail!

Fiona returned a very respectable time of 1 hour 21 minutes in the Asset Management Women's 10k in Glasgow, braving rain, blisters and aching legs. Her next goals include abseiling the Falkirk Wheel and the 10k Great Scottish Run in September 2011.

Women & Children





## GOOD LUCK SARAH

Sarah Murdoch started nursing in 1971 in Guys Hospital in London. For more than five years she worked with her husband Dr Peter Murdoch in a rural district hospital in Nigeria, setting up a TB ward, training staff and travelling to outlying villages for mother and child clinics and immunisation programmes. She also managed a major cholera outbreak which had spilled over from an adjoining district – without the benefits of running water – all useful experience for later work in infection control!

After some years on the nurse bank at Stirling, Sarah became the infection control nurse in SRI in 1987, then in mental health and community services in 1992, and at the health board in 1997. She worked closely with prison health, care homes and nurseries, set up the cleanliness champions programme and provided input for two large E coli 0157 outbreaks. In 2005 she left Carseview to be the NHS Forth Valley Hand Hygiene Co-ordinator and HAI education lead. She has examined and taught for five Scottish universities and written programmes for WHO and NES.

Sarah now looks forward to more time to see her dispersed family, sort out the garden, work for church projects and continue links as a trustee of the new Friends of Forth Valley Royal Hospital.

## AGENDA FOR CHANGE

Mary McLaughlin, a trained evaluator with the Agenda for Change team, now has her own agenda for change – retirement! Mary worked for NHS Forth Valley for 42 years, starting as a ward clerkess at Falkirk and District Royal Infirmary before moving to the Chest Clinic as a shorthand typist. She subsequently became personal secretary for 17 years to Dr J Riddell. Ten years ago she became a staff side representative for Unision, and four years ago joined the Agenda for Change team.

Mary is delighted with the new Forth Valley Royal Hospital but feels a little sad that she won't be working there.



## Annette Signs Off



Annette McGregor has said goodbye to NHS Forth Valley after 29 years service. Annette was a much respected member of Health Record Services and finished her NHS career in the appointments office at Falkirk Community Hospital.

## BEST FOOT FORWARD



Podiatrist Judith Cattigan has taken her first steps to retirement, after completing around 30 years service with NHS Forth Valley.

Judith's career began in general nursing, spending two years at Stirling Royal Infirmary. She then went on to study podiatry and qualified in 1977. Judith was in private practice until 1981 when she joined the NHS Forth Valley podiatry service part-time. She became full time five years later.

Judith (bottom row far left) is pictured with members of the podiatry team at her retiral evening, where she was presented with a voucher, flowers and chocolates.

## FLYING SCOT

Running a marathon is no mean feat. But an NHS Forth Valley nurse has been pounding the streets and completed a double marathon, covering 56 miles from Glasgow to Edinburgh in just ten hours! Cardiology specialist

nurse Kerrie McKellar was the 4th fastest woman in the race.

Kerrie works in cardiac rehabilitation. Colleagues say her achievement deserves recognition and her fitness is an inspiration to patients.

## ALTER EGO -

# SHIP AHoy!



For most people, the years leading up to retirement is a time to wind down and look forward to a time where they can relax.

For Margaret Rodgers, who has worked in many administration roles and is currently on the Staff Bank, it was the push she needed to set herself the ultimate challenge. In June next year, Margaret will be taking part in the Clipper Round the World Yacht Race.

Margaret admits that taking part in the race is completely out of character for her and that she only became aware of the challenge through a newspaper article:

"About a year ago, I read an article about 50 thrilling adventures. One of them was to go around the world in a boat, so I applied. I thought I had no chance as I'm not young and I'm not fit."

Margaret will be completing the final leg of the race, bringing her boat back to Britain a week before the Olympics.

"There is a good mix of people on the boat. We are aged between 20 and 64, I'm the second oldest. Some people have had lots of experience sailing but some haven't stood on a boat before."

To compete in the race, Margaret is undertaking four intensive training courses.

"As well as actually learning how to sail, you also do a basic course on how to administer first aid on a boat. There are very few flat surfaces and whatever surface you have is moving, which can make things a little tricky.

"A lot of time is spent on learning safety techniques and deep water survival."

Margaret is sailing to raise money for Rotary International's 'End Polio Now', which aims to achieve a Polio free world.

"I had cancer and have already been involved in fundraising for cancer research, but it rightly has a very high profile. So, I decided to raise money and awareness for Polio instead.

"I had Polio as a child. It did affect me physically; I can't hop on my left leg as it is weaker and slightly shorter than my right. Polio is still a killer – that could have been me.

"I am so lucky that despite having had Polio, I am fit and able bodied enough to be able to undertake this challenge."

As Margaret's challenge gets nearer, her new motto is:

"You only live once - challenge yourself - scare yourself. If you come back alive and kicking you



can say: Hey, I've just done that!

If you would like to help Margaret to 'End Polio Now', you can donate by visiting [www.justgiving.com/margaret-rodgers](http://www.justgiving.com/margaret-rodgers).

## Would you like to feature in Staff News?

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?

If so, we want to hear from you. Tel: 01786 457243 or email [nhsfvcomms@nhs.net](mailto:nhsfvcomms@nhs.net)

## TIE ME KANGAROO DOWN SPORT!



Bowling, zumba, line dancing and cycling – just some of the activities which Val Redpath intends to continue now she's retired after 35 years service.

Val began working in 1975 in the Community Medicine Department – the forerunner to public health – in the old Board headquarters in Spittal Street. Other secretarial roles followed including PA to the Chief Area Nursing Officer,

a spell with the Nursing Home Inspection Team and then the Care Commission, before returning to public health. She has latterly been a PA to Dr Oliver Harding and Dr Graham Foster at the Carseview headquarters.

Val was presented with numerous gifts including a bracelet and jewellery box. Her ambition is to visit her son and grandson in Australia – and to live as long as possible!



# GUESS THE TREATMENT

## WINNING ANSWERS

Last edition's 'Who's Hair' competition' was a huge success with entries flooding in from staff looking to pamper themselves.

The seven winners of the Toni&Guy haircuts were:

- Roslyn Grant, 18 week RTT Service Improvement Manager
- Julie Innes, Administrator
- Kirsty Barnes, Forensic Community Psychiatric Nurse
- Gemma Graham, Radiology Assistant
- Claire L Quin, Podiatrist
- Jennifer Perrie, Domestic Assistant
- Claire Fraser, Speech and Language Therapist

The correct answers were:

- A – Jonathan Ross
- B – Jo Brand
- C – Victoria Beckham
- D – Bruce Forsyth
- E – Justin Bieber
- F – Emma Watson
- G – Tom Selleck
- H – Simon Cowell
- I – Danni Minogue

## RELAX AT THE INCHYRA

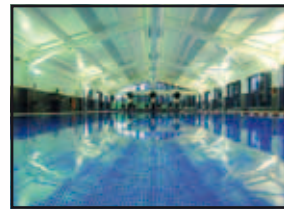
Staff News has teamed up with Macdonald Inchyra Hotel and Spa to offer one lucky reader a fantastic spa day for two.

The prize includes a half hour treatment each, full use of facilities, robe and slippers and a spa lunch served in the "Tea House".

The Vital Health and Wellbeing within the Inchra Hotel and Spa has now undergone a £2.3m redevelopment.

Luxury facilities now include a fully equipped technogym, powerplate, rock sauna, aroma steam room, ice fountain, heated loungers, 20m swimming pool, eight luxury treatment rooms, spa relaxation room and stunning new Tea House.

The spa recently won the "Rising Star" award at the Scottish Hotel Awards.



The Macdonald Inchyra Hotel and Spa also offers NHS Staff

an ongoing reduced monthly membership plus 15% off single spa treatments over £35, when you show your NHS ID badge.

To find out more about the Inchyra Hotel and Spa, visit [www.inchyrahealthclubandspa.co.uk](http://www.inchyrahealthclubandspa.co.uk) or telephone 01324 710630.

### SEE ALL THE GREAT BENEFITS ONLINE

The NHS Staff Benefit Programme provides a wide range of services to NHS Forth Valley staff – including local discounts.

Visit [www.nhsstaffbenefits.co.uk](http://www.nhsstaffbenefits.co.uk) to see all the offers and discounts available to NHS staff.

Registration is free and gives you access to see all the benefits available.

**To enter the competition just unscramble the anagrams to tell us the name of the popular beauty treatments.**

Answers should be emailed to [nhsfvcomms@nhs.net](mailto:nhsfvcomms@nhs.net) before Monday 1st August 2011.

Or post your answers to: Communications Department, Carseview House, Castle Business Park, Stirling, FK9 4SW.

The first entries will receive a free day pass for two people. Terms and conditions apply.

## 1 TATTOOERS HYPHEN

The use of black basalt stones to bring about total balance within the body.

## 2 FREELY GO LOX

Specialised massage techniques to stimulate reflex points on the feet which mirror areas of the body.

## 3 A RAMPAGE HATES MAYORS

A relaxing and effective antidote to stress using deep relaxing massage movements, with pure essential oils.

## 4 A SEAMAN SAID HINGED

Therapeutic massage to scalp, face, upper back, shoulders, neck and upper arms.

## 5 IMAGES OAF TOAST

A soothing and relaxing massage to the foot, leg and hips with elements of Shiatsu and Chinese techniques.

## 6 A NICE RUM

Treatment for the fingernails and hands.

## 7 GEL WAX

Semi-permanent method of hair removal, which removes hair from the root.



## Ghana Delegation Briefed On Forth Valley Scheme



A new service in one of the most rural areas of Forth Valley, which allows more people to recover at home after inpatient treatment in hospital, could be an inspiration for healthcare in Africa.

A delegation from Ghana visiting Stirling Royal Infirmary, heard about the scheme which covers ten villages in the north west of Stirlingshire, stretching from Doune to Tyndrum. In Ghana some hospitals are a ten

hour drive from the capital Accra.

Under the Stirling service, which is run by the Rural North West Forth Valley Partnership, patients are looked after by a community support scheme staffed by district nurses, occupational therapists, physiotherapists and community support staff based at Callander Medical Centre. Up to six patients at a time can benefit from the four-week rehabilitation service before being referred to existing care-at-home services for ongoing support.

The delegation from Ghana's University of Development Studies also met NHS Forth Valley Board members. They are pictured with Chairman Ian Mullen and Chief Executive Professor Fiona Mackenzie.

## GREEN SURVEY WINNERS



Staff who entered a Forestry Commission survey on the woodland surrounding Forth Valley Royal Hospital, have given the green space top marks for making people more positive, calmer and closer to nature. They also thought physical, mental and social health would benefit from visiting the grounds.

A significant number indicated potential interest in taking part in guided walks, environmental art, relaxation exercises and conservation activity. In addition, the provision of accessible paths to and from the woodlands, signage and way marking of paths and trails and sheltered places to sit were identified by staff as ways of enabling them to take a break from work and enjoy the fresh air.

The completed surveys were entered in a prize draw for Marks and Spencer vouchers and the winners were:

**1st (£100)** John Dirom, Forensic Community Psychiatric Nurse, Grangemouth

**2nd (£75)** Iain Briggs, Staff Nurse, Westbank

**3rd (£25)** Sandra Robertson, Support Services Manager, Stirling CHP

## SCIENCE IN HEALTHCARE



Scientists from NHS Forth Valley were on hand at an event in Forth Valley Royal Hospital to explain the vital role they play in looking after our health. Healthcare science staff are responsible for around 80% of the diagnoses that directly affect patient treatment. The day was voted an outstanding success by both staff and public.

Stephanie Doody, Healthcare Scientist Development Lead, who organised the event, said that more than 90% of those attending found it worthwhile. "People really enjoyed the HCS demonstrations in Audiology, Neurophysiology, Cardiology

& Microbiology as well as commenting on how helpful, friendly and informed all the HCS presenters were."

NHS Forth Valley Medical Director Dr Iain Wallace, who is Executive Lead for Healthcare Science, added: "I am sure this will help to raise the profile as well as the public understanding of the vital roles played by healthcare scientists in the NHS."

The event was held during Healthcare Science (HCS) Awareness week and also in conjunction with National Science and Engineering week.

For more information on Healthcare Science disciplines within NHS Forth Valley please visit the new Healthcare Science intranet pages;

[http://intranet.fv.scot.nhs.uk/home/Depts/HealthcareScience/Healthcare\\_Science.asp](http://intranet.fv.scot.nhs.uk/home/Depts/HealthcareScience/Healthcare_Science.asp) or contact Stephanie on [stephanie.doody@nhs.net](mailto:stephanie.doody@nhs.net)

## A RIGHT ROYAL DAY

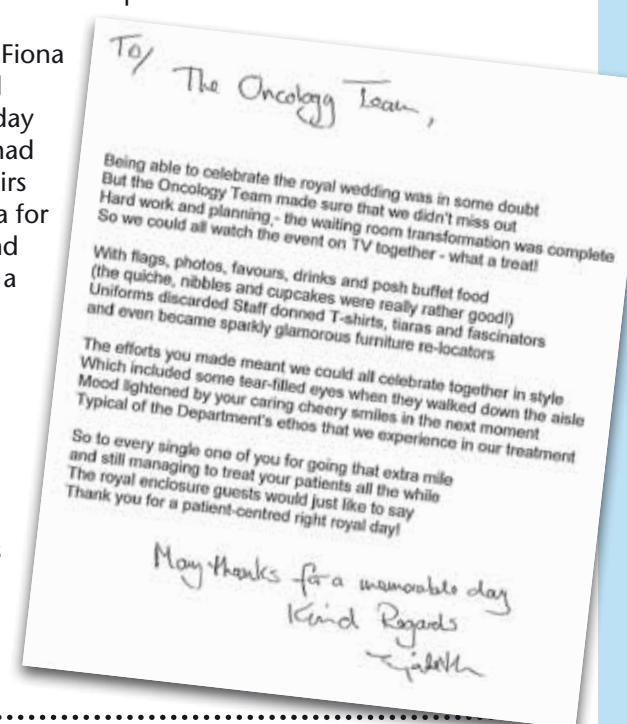
As people brought out bunting and thousands thronged the Mall for a glimpse of the much-heralded balcony kiss, chemotherapy patients at Forth Valley Royal Hospital were busy enjoying their own Royal Wedding celebrations – thanks to department staff.

Chemotherapy Charge Nurse Fiona Galbraith and her team pulled out all the stops to make the day memorable for patients who had to come in for treatment. Chairs were moved to the sitting area for a full view of the television, and staff dressed up and provided a feast of nibbles.

The reaction from patients was amazing. Many were overwhelmed by the work and thought that had gone into organising the day. Some said they were really upset at having to leave their own TV's but seeing what Fiona and her team had put in place made it all worthwhile.

There was also praise for staff from the Oncology Department Manager Liz MacMillan who said she was proud of their commitment in making the day so memorable.

Here we share feedback from one patient.



## FRIENDLY FACES

Forth Valley Royal Hospital has made some new 'Friends'. The association is currently awaiting registration as a charity, and a key role will be fund raising for those little extras which the NHS is unable to provide for patients, relatives and staff.

The Friends of Forth Valley Royal Hospital has been formed out of previous Friends groups in our acute hospitals and the new committee of Trustees has brought together experienced and new members to co-ordinate activities and represent all areas of Forth Valley.

A mail box is available at Forth Valley Royal Hospital's in Reception for paper mail and the e-mail address is listed in the NHS mail list. The Trustees will be holding a welcome evening in the autumn and planning a number of fund raising activities: Bob Ness, the chairman of the Friends of Forth Valley Royal Hospital says they are looking forward to working with clinical teams, local communities and businesses.

## IN MEMORY, PAT BEAUSANG

Staff from the Intensive Care Unit were delighted to receive a gift from Cat Beausang in memory of her husband, Dr Pat Beausang who died in ICU on 18th August 2009. Pat's children Orla (11) and Louie (9), and his sister Hilary were also at the presentation.

Pat had worked as a Consultant Physician in the Ageing and Health Department for nine years. He was a larger than life character with a lovely disposition which greatly endeared him to all those privileged to work with him, as well as those in his care during his time at NHS Forth Valley.

Cat presented a watercolour painting entitled "The Castle and the Carse" and explained; "After a hard day at work Pat loved to



relax by going for a run up to the Castle and out along the Carse. This was one of his favourite pictures"

The commemorative plaque on the painting reads:

"Remember Dr Pat Beausang Consultant in Geriatric Medicine at Stirling Royal Infirmary from 2000 to the date of his death on 16th August 2009.

Remembrance is a form of meeting".

## APPLES AND PEARS



A local parent and toddler group are now able to adopt healthier eating habits, thanks to fresh fruit and vegetables at affordable prices which are being sold from a fruit 'barra' at the Westfield Community Centre in Falkirk. The Centre has worked in partnership with NHS Forth Valley for a number of years and Community Food Development Worker Wendy Handley has delivered nutrition workshops, supported the lunch club and attended events there.

Wendy adds: "Local people will now be able to buy their fruit and vegetables fresh and in season which all helps towards making healthy food choices."

A Community Food and Health Promotion Activity Grant of £400 was awarded towards funding this latest project.



# Staff Praised For Collecting Ethnicity Data

Over the last few months, NHS Forth Valley has made remarkable progress in recording people's ethnicity. Local statistics show ethnicity details have now been collected for 35% of outpatients and 50% of inpatients/day cases. Particular mention should be made of A&E who now record ethnicity for 97% of patients.

This type of recording is a key priority for the Scottish Government and was raised as an area for improvement at our last NHS Annual review as NHS Forth Valley had recorded ethnicity on less than 1% of national statistical returns (compared to national figures of 21% for outpatients and 30% for inpatients).

Equality and Diversity Project Manager Lynn Waddell says the latest success is largely due to the commitment of NHS Forth Valley staff.

"As a service provider we recognise that our communities are varied and diverse. Understanding and responding to these diverse needs is essential to make sure that all sections of the community benefit equally from health care services, and don't suffer from unnecessary discrimination. I would like to take this opportunity to say well done to staff on work completed to date and look forward to continued achievements over the months to come."

## INVESTING IN VOLUNTEERS



NHS Forth Valley has been recognised with an award for involving volunteers in a number of areas. These include assisting

with patients in the oncology unit, helping shape the design of the new Forth Valley Royal Hospital, carrying out patient surveys and working with disabled people.

Assessors from Investing in Volunteers said the vast majority of those they spoke to felt well supported and a range of training opportunities were available including the opportunity to learn British sign language, the European Computer Driving Licence and infection control measures.

Volunteers also mentioned feeling valued due to the level of trust and responsibility extended to them.



## FIRST STEPS IN LEADERSHIP

This group of managers are pictured receiving their award for the new in-house programme "Introduction to Leadership." This six day course replaces the Learning to Lead programme and now includes 360 degree feedback and coaching to support ongoing personal development objectives.

For more information on the next Introduction to Leadership programmes please contact vicki.jamieson@nhs.net

## OFF TO A FLYING START

Congratulations and well done to Jennifer Downie, Jennifer Gourlay and Toni Davidson from Women and Childrens, who have now completed the Flying Start learning programme. The national on-line development programme is designed to promote continuous learning, it also links to the NHS Knowledge and Skills Framework (KSF), helping provide evidence for the first KSF gateway.

## DISTRICT NURSE IS LOCAL HERO



PICTURE BY D & M LONEY PHOTOGRAPHY

Always being cheery and a good listener has paid dividends for Catherine Stewart, who's recently retired after more than thirty years as a district nurse. Catherine, from Falkirk, is the winner of the Central FM Local Hero Award 2011 for NHS employee of the year.

Her daughter Fiona told Central FM about her mother's outstanding work and praised her "can do" attitude. Even whilst caring for her husband with cancer, Catherine always had time for other people's problems and kept a smile on her face for everyone. Nothing, said Fiona, was too much bother for her Mum.

Central FM felt she deserved to have recognition for all her hard work.

Catherine's award was presented by NHS Forth Valley Chairman Ian Mullen. Meanwhile the radio station is already appealing to people to think about possible nominations for next year's awards.

# NURSING SUCCESS



Congratulations to Steven Morrison, pictured, who has completed an MSc in Advanced Nursing at Glasgow

Caledonian University. Steven has been employed as a Hospital at Night Advanced Nurse Practitioner for approximately four years. He has also just completed a two year secondment working part time as a Lecturer in Advanced Nursing Practice at Glasgow Caledonian.

Steven has worked in NHS Forth Valley since 1988 in a variety of roles including as a Pharmacy Assistant and Theatre Nursing Assistant. Apart from six months as a Resuscitation Officer in another Health Board area,

he spent most of his nursing career working in MICU at Falkirk and District Royal Infirmary, and latterly in CCU at Stirling, before taking up his current post.

Steven says his MSc has been hard work but he's enjoyed great support from family and friends. "I have to say it's been worth it. Advanced nurse practitioners have a huge role to play in the future of healthcare delivery in NHS Forth Valley, and indeed nationally, and my colleagues and I are relishing the opportunity."

Steven intends to spend a year or two consolidating the knowledge and experience he gained completing his MSc and working in the University, before undertaking a Clinical Doctorate and seeking to move full time into a University Lecturing post.

## Firsts In Forth Valley

Congratulations to two nurses with Stirling Community Health Partnership who are celebrating prestigious achievements.

Clinical Practice Teacher Rhona Cameron has become the first community nurse from Forth Valley to become a fellow of the Queen's Nursing Institute for Scotland. This

award is the result of a year of study which is assessed both

in written form and by a follow-up interview. Rhona is now one of 29 fellows in Scotland.

Team Leader/District Nurse Catriona Kellock has become the first nurse in Forth Valley to complete the post graduate Integrated Service Improvement Health and Social Care Certificate at Edinburgh University. This year-long course involved several written assessments and the learning will benefit closer partnership working with local authorities and the voluntary sector. Last year Catriona completed the Workload and Workforce Planning masters module at Robert Gordon University in Aberdeen.





# TEN THINGS THAT CAN MAKE A DIFFERENCE

It is in everyone's interests to reduce energy consumption. Doing so not only saves money but also helps reduce carbon dioxide emissions, the main cause of climate change. Listed below are ten things we can all do every day to improve energy efficiency.

**1. Don't turn up the heating unless you really need to**

Unless it's just too cold for comfort, try to keep your thermostat at 20°C. Heating costs will go up by 8% each time you increase the temperature by just one degree.

Consider wearing warmer clothing, if you feel the cold.

**2. Don't overheat unused space**

Storerooms or corridors don't need to be kept as warm as areas in which people spend long periods of time. Similarly if people are doing a lot of physical work in a particular area, the heating can be turned down.

**3. Keep doors and windows closed in cold weather**

If your workplace is too hot, try turning the heat down first. In warmer weather, when the heating is not required anyway, you can let more air in.

**4. Don't waste water**

Water down the drain is money down the drain. Water particularly hot water is expensive to produce. Report unnecessary use and turn off running taps.

**5. Ensure equipment is working correctly**

If heating equipment is faulty it could be adding as

much as 10% to the heating bill, so please report defects.

**6. Where possible switch lights off in empty rooms**

This could cut your lighting costs by as much as 15%, just by making sure you turn lights off in rooms that aren't being used.

**7. Don't use more light than you need**

If you're only working in one part of the room, why have all the lights on? Don't strain your eyes, but try not to use more light than you need.

**8. Make the most of natural light**

It's free and it won't damage the

environment. Make the most of the daylight keep your windows clear, and keep blinds open but control glare.

**9. Switch off equipment when it's not in use**

Don't leave computers, TVs and DVD players on stand-by. At work don't leave equipment running when it is not being used "just in case".

**10. Help us to Help you**

Report unnecessary energy use, don't leave it to someone else.



## TISSUE DONATION

Tissue donation gives many families the chance to help others. But there is often a misconception that to ask a family about this may cause further upset or offend them. In reality this is not the case, and many families gain comfort from the knowledge that in tragic circumstances, their loved one was able to help others.

Tissue such as heart valves, corneas, tendons and skin can all be retrieved from the mortuary up to 24 hours after someone has died which means that the majority of patients who die in hospital could be suitable to donate.

Once the family have been informed about the death of their relative, the option of donation should be explored. This can be done by

- enquiring if the family had ever discussed donation or if their relative had ever expressed their wishes.
- Saying that "it may be possible for ..... to help others through tissue donation, is this something you think ..... would have wanted.
- It is routine practice in this hospital to ask about tissue donation; have you ever talked about this

If the family are keen or would like more information, contact the Specialist Nurse – Organ Donation (SN-OD) on pager No 07659 594979 and they will deal with it from there. There is always someone on call, 24/7, 365 days a year should any healthcare professional have any questions about a possible referral. Ideally all referrals should be made as soon as possible after death.

There are some contraindications which may prevent donation such as HIV / Hepatitis B/C. The on-call SN-OD will be able to advise and organise the whole process for you and the family if it is suitable to proceed.

## A CLEAN SWEEP

**Volunteer members of the Patient Public Panel, who've helped with domestic audits in the acute and community hospitals for the past five years have now been asked to take on an additional role, as chair Helen Macguire reports.**

"Our members accompany the Domestic Monitor and independently observe the cleanliness and condition of the area. At the end of a ward inspection, they are asked to put any comments at the foot of their report. Sometimes action needs to be taken during the inspection, but normally any findings and our comments are passed to the appropriate section for action.

The visits are rewarding when you meet domestic staff who are

extremely committed to keeping their area clean. Speaking to them helps you understand problems and frustrations which can sometimes occur.

Now SERCO have taken on the challenge of looking after Forth Valley Royal Hospital, using new and advanced cleaning methods. It is most encouraging to see that the Patient Panel's Safety Sub Group has been asked to accompany their Domestic Monitors".

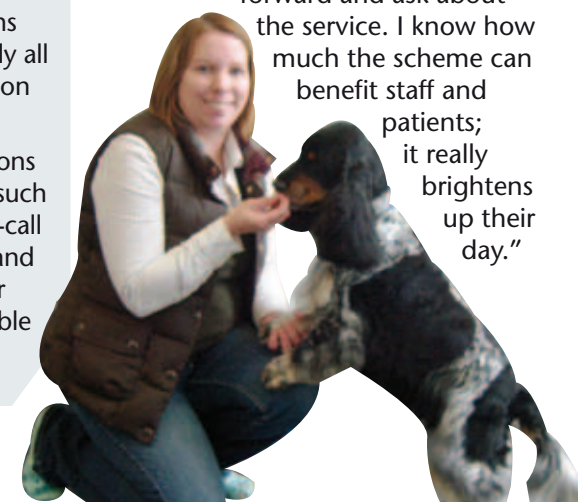
## DOGGY TREATS

Herbie, the cocker spaniel, will soon be wagging his tail as he is pampered and petted as part of a Therapet Scheme designed to bring comfort and happiness to people in hospital.

The scheme's latest recruit is 'woofing' to get started on his new career, which will see him become a ward visitor.

Owner Hilary Nelson, who is a Staff Nurse in Critical Care, said: "I read about the scheme in Staff News and thought that Herbie would be great at it because he has such a gentle nature."

"I'd love for more wards to come forward and ask about the service. I know how much the scheme can benefit staff and patients; it really brightens up their day."



Research has shown that stroking animals relieves anxiety, slows down the heartbeat and reduces blood pressure. It also makes someone who has had a heart attack less likely to have another.

Disability and Equality Adviser Caroline Nisbet said: "It is being increasingly recognised how much people miss having pets around when they are in hospital, and the comfort and joy they bring. The mere act of stroking a dog can stimulate interest in someone who has previously not communicated in another way."

Anyone interested in volunteering with the scheme or would like Therapet to visit their service should contact the Disability Team on 01324 590870.

To comply with national legislation, an infection prevention and control risk assessment must be undertaken by the person in charge of the clinical area to be visited and the infection control service, prior to the therapy dog visiting a clinical area. There are also some areas in a hospital where animals cannot visit.





# IN THE SPOTLIGHT

## LORRAINE DOUGAN, ORGANISATIONAL DEVELOPMENT ADMINISTRATOR & PA

### Describe a typical working day

Each morning starts with a large latte. I am renowned for always having a latte in my hand!

Working for Organisational Development is very busy and challenging. If we have larger scale events on that week it's usually manic from Monday to Friday, trying to co-ordinate everything that needs to be done to tight deadlines with great attention to detail.

I am usually juggling latte, landline and mobile while answering emails and answering shouts for help!

### How did you reach your current job?

By accident!!! I initially was employed by the staff bank for three months within Corporate Services where I photographed staff for their ID badges and manned the reception desk.

Seven years later I am still here!

I was seconded to Redesign and when the post became permanent I applied, but didn't get it!!! However, fortunately for me the person didn't want the job so I was given a second chance! You can imagine how I kept telling Kath McCormack and David Arundel I was second best for 6 years. I didn't let them forget it! Kath, the original Glenn Close in Devil Wears Prada (I swear the film was based on Kath) took early retirement and I am now Organisational Development Administrator working for Morag

McLaren. I am currently learning all about the world of organisational development, psychology and the new ways of communicating with others which is very challenging but inspirational. The swear box is now nearly empty. Morag is very proud of me and I don't have to keep claiming that I have Tourette's to stop officially being reprimanded!!!

### Passions in work – and out of work

I love my job. I really enjoy the troubleshooting aspects (usually involves yellow jumpsuit and a helicopter like Challenge Anneka) but it's rewarding when a project or an event is really successful and others are pleased. I am a bit of a people pleaser!

Out of work – going out with friends, listening to music, wine, food, I am happy really if everyone around me is.

For the past few months, weekends have been consoling my 'Bridezilla' sister who is getting married soon and, I organise events all the time, I have been enlisted with all the jobs no one else wants!!

I am now claiming to have an allergic reaction to the word 'wedding.' Every time something is mentioned I can't remember saying I would do that for her!!

### I'm happiest when...

I am working on events, I love being creative and brainstorming on new ideas so each event has a different theme and is better than the last

one. I am so competitive with myself!

### Best ways to spend a weekend

Shopping.....recently discovered McArthur Glen Shopping Outlet..... it's heaven!! Two for the price of one. I love a bargain.....even when I don't need it!

Or in the beer garden when it's a nice day, then dinner and a movie. I am low maintenance (apart from the shopping of course!)

### Guilty pleasures

Facebook!! I am addicted to it. It's so sad but it's a great way to catch up with people you have ignored during the week as you were too busy.....

### Secret Talent

Thought long and hard about this one.

Have been told it's my organisation skills and it's sometimes scary how organised I can be (or look, from my point of view!)

I think it's my ability to smoke, apply lipgloss, drive and speak on my hands free at the same time when driving to work.....

### In ten years

Hope to have either :

1. won the lottery and be living somewhere warm
  2. failing that, to meet a rich man then refer to point 1
- but if neither of above, then still working for the NHS.