Health secretary sees at first hand facilities at community hospital

MIDLOTHIAN WELCOMES A NEW ERA IN HEALTHCARE

HEALTH secretary Nicola Sturgeon paid a visit to the new Midlothian Community Hospital on the same day she chaired NHS Lothian’s Annual Review.

Ms Sturgeon’s visit coincided with the Bonnyrigg hospital’s first fully operational day. The new facility provides modern hospital accommodation to replace ageing facilities at Rosslynlee, Loanhead and Edenhall hospitals.

During a tour of the facilities, she learned how the 88-bed hospital provides care of the elderly beds, a GP out-of-hours service, radiography, physiotherapy, podiatry and occupational therapy services.

The outpatient department provides health services closer to people’s homes and reduces the need for patients to travel further for treatment.

Later in the day, the health secretary chaired NHS Lothian’s annual review, which is open to the public.

Speaking ahead of the annual review, the health secretary said: “Our NHS is cherished by all of us. It should always strive to give quality care to every patient, every time.

“Health boards deserve credit for their many successes, and should take the opportunity to learn where improvements can be made and make changes.

“That’s why it is so important we hold them to account in public. I hope as many people at the review listen, ask questions, and help shape the future of our NHS.”

NHS Lothian chairman Dr Charles Winstanley commented: “I want to thank our staff for their continued commitment to providing high-quality services for patients in the community and in hospital.”

Gerry Power, general manager of East and Midlothian Community Health Partnerships, said: “I am confident that patients and their relatives and friends will enjoy the many benefits that this new modern facility can offer. The local community will also enjoy the many benefits of having a range of outpatient clinics and healthcare services on their doorstep.”

For the full report on our annual review turn to page 3, and see our special feature on the new Midlothian Hospital on the centre pages.

WARM WELCOME: Nicola Sturgeon meets patient Jane Sommerville, 97, and staff at the new Midlothian Community Hospital

Our NHS is cherished by all of us. Health boards deserve credit for their many successes

Nicola Sturgeon MSP
WORKING TOGETHER: Adam Ingram at the launch of the guidance document

Comment Jenifer Storton

Up-to-the-minute care for patients in Midlothian

Our brand new community hospital in Midlothian has opened several weeks early and is already providing local people with 21st-century healthcare.

We were delighted when health secretary Nicola Sturgeon visited the new hospital as part of her annual review of NHS Lothian. She toured the new building and spoke to staff and patients.

Ms Sturgeon seemed most impressed by the facilities and the services they offer. You can see an in-depth report on Midlothian Community Hospital on the centre pages.

I am pleased to report that the winners have been revealed for this year's Celebrating Success Awards, where NHS Lothian has nominated those members of staff, volunteers and services that have performed above and beyond the call of duty during the past 12 months. Every one of the winners and nominees deserves our respect for the work they do for patients.

Putting People First

It's getting to that time of the year when NHS employees need to sign up for their seasonal flu vaccination and you'll find out how to do it in these pages. And as the festivities approach, we also offer some timely advice on your alcohol intake at Christmas and New Year parties.

We've been busy consulting with patients and carers about their experience of various aspects of healthcare and I'm delighted to report some very positive responses on such matters as physiotherapy and GP visits.

NHS Lothian is an equal opportunities employer, and we have just launched a new website to give staff who are lesbian, gay, bisexual and transsexual support in their workplace.

We have also put in place a policy, website and toolkit to make sure that people with a learning disability do not experience health inequalities at any of our services.

We are moving forward in our quest to be an exemplar employer – and one of the top 25 healthcare organisations in the world. You'll see some of that progress on page 7. We're also approaching the final stages in our bid to become an Investor in People (IIP).

As always, if you have news to share with your colleagues, please get in touch.

Better start for children

A NEW national guidance document has been launched that aims to improve the educational experience for children with additional support needs through collaborative working between educators and the NHS.

The “Guidance on partnership working between allied health professions and education” was launched by Adam Ingram, Scotland's minister for children and early years.

It features good practice examples, practical advice, service users' views and the drivers from Scottish Government’s policy agenda for children and young people. The format of the guidance enables self-evaluation, ideally with partners to promote improvement and consistency in partnership working practice.

An accompanying website features further examples from practice across Scotland, a literature review, web links and resources.

This document will help NHS allied health professionals such as speech and language therapists, physiotherapists and occupational therapists work in partnership with teachers and education staff on approaches that help children develop and learn more effectively.

One of the writers of the guidance was NHS Lothian speech and language therapist Nicola Whittle, who was seconded to the Scottish Government for the project for two years. She said: “This guidance is about improving outcomes for children by individualising the support they receive in school by embedding therapy interventions into the curriculum. It's a way of combining the best of teaching approaches with the best of therapy.

The content has been developed after speaking with allied health professionals and teaching professionals and parents across the country. “Crucially, it not only demonstrates how to work together but underlines that collaboration should be a core part of how professionals in education and healthcare undertake their roles.”

Access the website at www.scotland.gov.uk/topics/education/schools/welfare/partnerworking

Awards Honour for Staff

A CARE team and a psychiatrist from NHS Lothian are among the finalists at this year’s Royal College of Psychiatry Awards.

The Intensive Home Treatment Team (IHTT), which was launched in 2008, provides an intensive, 24/7 community alternative to hospital care. IHTT aims to prevent “revolving door” admissions, retain individuals in treatment, and facilitates early discharge from hospital.

IHTT is staffed with experienced nurses, including a nurse consultant, psychiatrists, a psychologist (only the second such post in the UK), occupational therapists and an approved social worker. It has been shortlisted for the Royal College Psychiatric Team of the Year 2010 Award.

Dr Sharon Smith, a psychiatrist at St John's Hospital in Livingston, has been shortlisted in the Advanced Psychiatric Trainee of the Year category.

She said: “During recent employment at the Royal Infirmary of Edinburgh, I initiated and developed a psychiatry clinic within the diabetes department and in my current role as specialist registrar in the intensive psychiatric care unit at St John's Hospital, I am focusing on improving the physical health of long-term psychiatric patients. “I was thrilled to be nominated for this award and even more thrilled to be shortlisted.”

All the finalists will go through another round of interviews by judges from the Royal College in October. The winners will be announced at the RC Psych Awards ceremony in November.
Health secretary Nicola Sturgeon visited our new headquarters at Waverley Gate in the centre of Edinburgh for this year’s annual review of services. She was accompanied by Dr Kevin Woods, director general of health and chief executive of NHS Scotland, and a small team of his senior staff.

NHS Lothian chairman Charles Winstanley and a number of board directors also attended.

The meeting heard that despite the challenges faced by the health board during the past year, progress continues to be made on most fronts, with NHS Lothian continuing to deliver high and ever-improving standards of healthcare.

The chairman told Ms Sturgeon and her party: “We have cut waiting times to their lowest ever levels, hitting our targets early and then surpassing them, while treating increasing numbers of patients.

Together with our partners, we continue to reduce the number of patients inappropriately delayed in our hospital beds.”

Ms Sturgeon responded: “I want to congratulate the board and its staff on their performance to date. It is important to continue to build on this progress as the board moves towards the 18-week referral to treatment target.”

On the question of healthcare acquired infections, the chairman said: “We have achieved significant reductions across the health service, at a time of increasing financial constraint.

“Tackling the spread of such infections is a particular achievement.”

Ms Sturgeon concluded: “We have heard many examples of the good work and progress that NHS Lothian has made, and I want to thank all the staff for delivering health services across Lothian. We are all aware of the challenges and testing times that undoubtedly lie ahead of the world’s top 25 healthcare systems.”

With the cold weather approaching, the common winter vomiting disease Norovirus is more likely to occur.

Therefore, it is essential that staff are aware of the infection control measures to keep this virus under control.

Rona Broom, acting head of service, explained: “Norovirus is highly infectious. When an outbreak occurs in a hospital, it may be necessary to close affected wards to help control the outbreak. Therefore, we should all pay particular attention to good hygiene measures. It is very important to wash your hands with soap and water after contact with someone who is ill and after using the toilet.”

She also advises thorough cleaning of hard surfaces with a bleach-containing solution, paying particular attention to the toilet and toilet area and cleaning up vomit and the surrounding area as quickly as possible to reduce environmental contamination.

“It is vital that anyone who is feeling unwell with gastrointestinal symptoms, vomiting and or diarrhoea should not visit hospitals as this increases the risk of spreading the infection to patients and staff,” she added.

The incubation period of the disease is 24-72 hours and the symptoms usually start with the sudden onset of severe vomiting, with the potential for diarrhoea and stomach cramps. These symptoms usually last between for 24-48 hours, but most people feel washed out for a few days after symptoms have settled.

Staff should report any patients presenting with these symptoms to infection control at the earliest opportunity.

Health secretary praises staff in annual review

Good hygiene: handwashing helps prevent the spread of disease

Simple steps to prevent the spread of infectious diseases

By going through these exercises, everyone can contribute their own ideas to making improvements”

Fiona Cook

Flow, eliminated waste and the extra care spent on patients exceeded the public’s expectations.

RTC involves three foundation modules and eight process units designed to help staff work together as a team to enhance their own working environment for the benefit of their patients.

Fiona Cook, project lead for the Releasing Time to Care programme, said: “Many of the steps may seem like common sense, but by going through these exercises, every one of the team can contribute their own ideas to making meaningful and sustainable improvements.

We have ambitious targets this year – to increase direct care time to more than 50 per cent in every clinical area – so it will take a lot of hard work, but it will also be a hugely positive experience resulting in good outcomes for both staff and patients,” she added.

For more information, visit: http://intranet.lothian.scot.nhs.uk/NHSLothian/Healthcare/A-Z/InfectionControl/Pages/default.aspx

For more information visit: www.nwh.nhs.uk/products/ward

Time to care

THANKS to a successful pilot project, including a trial at ward 202 at the Royal Infirmary, the Releasing Time to Care (RTC) programme is being rolled out across Scotland – an exciting initiative to help nursing teams spend more time on patient care in hospitals and across community care settings.

RTC has been developed by the NHS Institute for Innovation and Improvement, whose role is to transform healthcare for patients by developing and spreading new ways of working.

The main purpose of RTC is to help teams improve their systems and processes to allow them to spend more time on direct patient care, thus improving the quality of care to the patient as well as making savings and efficiencies.

Initial results showed that the new approaches adopted by the nursing teams improved patient Sands
OUR AIM: INVESTOR STATUS BY MARCH

THE countdown for NHS Lothian to achieve Investors in People (IIP) accreditation is well under way.

Plans are in place for most assessments of the board’s 24 business units to take place between now and the end of December... with the expectation that accreditation can be achieved for the whole organisation by the end of March 2011.

David Lee, associate director of workforce development, told Connections: “In the past, individual areas of NHS Lothian have achieved accreditation but this is the first time that NHS Lothian as an organisation has applied for accreditation.”

A number of our staff have been prepared as key practitioners, trained to work in the business units – not necessarily their own – to help staff prepare for the interviews with the assessor.

David said: “There’s enough evidence to show that organisations which are Investors in People achieve more in terms of staff engagement and business performance than those which are not.

‘Accreditation ties in with our ambition to be at the level of Scotland’s best as a health board, and being in the top 25 healthcare systems in the world.’

Assessment processes over the next three months will see the assessor arranging discussions about their work with four per cent of staff from each business unit.

“He and his team will organise one-to-one and group discussions and is interested in talking to our people about their experience and understanding of the organisation and of what this board is trying to achieve, that they are supported by their managers and that they are aware of the opportunities available to help them grow and develop in their roles,” said David.

Study set to improve cancer services

A THREE-YEAR Scottish Government-funded pilot aims to improve the experiences of people who use cancer services in the NHS.

NHS Lothian is using a range of methods to collect evidence of how patients, carers and staff currently experience cancer services, and to develop strategies to help identify good practice and support future improvements.

The programme is underpinned by an established improvement approach, said Scott Taylor, patient experience service improvement manager at NHS Lothian.

“Experience-Based Design aims to bring patients and staff together to work in partnership to improve care and services,” he said.

SEVERAL PROJECTS ARE ALREADY UNDER WAY:  

- In neuro-oncology – an improvement event in December 2009 focused on the experiences of teenagers and young people. Good progress has been made since with plans to start a dedicated teenage and young adult clinic to support the transition from children’s to adult services. This multi-disciplinary clinic will run monthly at Edinburgh Cancer Centre from 29 September.

- In head and neck – a team of six staff drawn from across cancer services has been trained on how to gather patient and staff experiences. More than 40 patients and 30 staff have been involved with the project and have been invited to participate in two experience-sharing events and an improvement event. These events are an exciting opportunity for staff and patients to be involved in making service improvements to cancer.

- People with learning disabilities – the first phase has focused on gathering staff experiences, investigating current practice and reviewing current literature. A sharing event planned for October will bring together NHS staff, care organisations and people with learning disabilities to review the findings from the first phase and identify areas for service improvement. The second phase will focus on gathering the experience of people with learning disabilities affected by cancer and their carers, and will continue until June 2011.

- Chemotherapy – will start in early 2011.

PATIENTS give thumbs up to GP practices

IT’S official: doctors, nurses and reception staff throughout Lothian’s GP practices are doing a great job!

That’s the feedback from the recent Scottish GP patient experience survey for 2009/10, commissioned by the Scottish Government’s “Better Together” patient experience programme.

The survey results showed that, overall, patients rated the experience of care provided by their GP practice very highly, with a mean score of 90 per cent or higher for more than half of the survey questions.

And nursing staff scored particularly well, with a mean score of more than 90 per cent for each question.

Two of the questions related to HEAT targets: access a health professional within two days, and being able to book an appointment more than two days in advance.

However, patients reported more problems in being able to book an appointment more than two days in advance, recording an average of 77 per cent compared to the 90 per cent HEAT target.

Commenting on the results, Duncan Miller, general manager primary care contracts, said: “In general, we are really pleased with the high level of results for Lothian, particularly the way they show that practice staff take the time to listen to patients and deal with them in a professional and respectful way.

“However, we found that about half of the GP practices had issues with booking appointments in advance.

“We will look at helping them with this and other issues highlighted by patients in the near future as part of our GP quality improvement programme.”

A copy of the GP PE Survey is available via: http://surveyresults.bettertogetherscotland.com/GP_Survey_FINAL.pdf

Most feel less pain after physiotherapy

A SURVEY carried out across the musculoskeletal service in West Lothian has revealed that most patients are very satisfied with the service they get from the musculoskeletal physiotherapy teams in the outpatient department at St John’s Hospital and health centres throughout West Lothian.

The survey – carried out using the “global impression of change” questionnaire – set out to measure improvements in activity limitation, symptoms and pain, mood and emotions, quality of life and satisfaction.

A total of 153 patients completed the survey and results were grouped in four categories: spinal, upper limb, lower limb and overall result.

Orla Crumley, team leader MSK outpatient services, said: “The results demonstrate that, following a physiotherapy intervention, patients made a significant improvement in several domains, and were overall very satisfied with their management.”

THE RESULTS SHOWED

- 90 per cent were moderately to a great deal better in terms of improvement in activity limitation
- 87 per cent were moderately to a great deal better in terms of improvement in symptoms/pain
- 86 per cent were moderately to a great deal better in terms of improvement in mood/emotions
- 86 per cent were moderately to a great deal better in terms of improvement in quality of life
- 90 per cent were very satisfied with their physiotherapy management.
New recruitment control measures

Reductions needed to meet targets

NHS Lothian has implemented new recruitment control measures to give it the capacity and flexibility to meet its workforce reductions and efficiency targets over the next two years while maintaining clinical and patient services. Most of the workforce reductions can be made through natural turnover and redeployment, but control measures in a number of work categories and grades will be needed to assist this process.

**Categories NOT affected by the controls include:**
- Nursing, midwifery and community nursing: all posts up to and including band 5 and band 6 midwives.
- Allied health professions: all posts up to and including band 5.
- Pharmacy and psychology: posts up to and including band 7.
- Healthcare sciences: posts up to and including band 5.
- Support services: posts up to and including band 3. Recruitment will be first drawn from NHS Lothian’s redeployment pool and if no suitable candidates are found then it will be advertised internally. Only if no appointment can be made through these processes will the post be advertised externally.

**Noreen has moved from primary care**

Noreen Clancy received flowers and gifts from David Small, general manager of Edinburgh Community Health Partnership (CHP) as she moved on. Although she has not left NHS Lothian, Noreen has been at the helm of NHS primary care services for the last 20 years. She is now in post as HR manager of NHS Lothian’s acute hospitals division. Judith Gaskell has been appointed as HR manager for NHS Lothian’s CHPs.

**Have your say: take part in the NHSScotland staff survey**

EVERY health service employee will have the opportunity to contribute to NHSScotland’s staff survey, which launches on 18 October and lasts until 5 November.

The survey, which takes place every two years, will show the NHS Lothian board how its 27,000 employees feel the organisation is progressing.

Alan Boyer, director of HR and organisational development, said: “The survey allows staff to express their views on their local employer and the questions are based around staff governance. The results of the survey will be made widely available to all employees, and will allow us to prepare action plans as a result of the feedback we get from the staff.”

Staff are encouraged to complete the survey form either online or, for those employees who don’t have access to a PC, on paper.

**Lothian pain network wins national charter mark**

THE Lothian physiotherapy pain network has won a national charter mark for its pain management training programme from its professional body. The group – John McLennan, Orla Crummey and Veronica Evans – achieved accreditation from the Chartered Society of Physiotherapists (CSP) for their work on a project to implement formal training in managing pain for all physiotherapists in Lothian over the next three years.

Phase one will train eight physiotherapists selected from four different areas across Lothian. These physios will act as specialists in pain across Lothian.

In phase two of the project, these specialist physios will train all the physios in Lothian in pain management. This training will be repeated regularly for all new staff joining Lothian.

Long term, this will ensure a better quality of pain management for patients and an equality of service across Lothian.

Orla Crummey, team leader of musculoskeletal outpatient services at West Lothian, said: “This is a very exciting project and we were thrilled to achieve accreditation.”

“Many of our patients struggle daily with their pain. We hope that this training will help physiotherapists to enable their patients to cope with, and manage, their pain more effectively thus improving their quality of life.”

**Most of the workforce reductions can be made through natural turnover and redeployment, but control measures in a number of work categories and grades will be needed**

Submit to Lynne Khindria, associate director of human resources. Managers are also expected to monitor and ensure that bank, agency, overtime and excess hours are managed in accordance with local reinvestment plan targets.

For further information, contact Lynne Khindria, associate director of human resources, on lynne.khindria@nhslothian.scot.nhs.uk or Jenni Duncan, head of resourcing, on jenni.duncan@luht.scot.nhs.uk

**EXEMPT: pharmacy posts up to band 7 are not affected**

**“Most of the workforce reductions can be made through natural turnover and redeployment, but control measures in a number of work categories and grades will be needed”**

THE Lothian physiotherapy pain network wins national charter mark

**NEW: Have your say: take part in the NHSScotland staff survey**

**FEEDBACK: you will be able to complete the survey online**

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NHS Lothian’s innovative Lean In Lothian initiative has delivered efficiency and productivity benefits worth £6 million. The programme, which was established to deliver significant and sustainable service improvements to benefit patients, staff and the health service, is now in its fifth year.

And the recent publication of the programme’s 2009/10 annual report highlights just how successful it has been.

As well as benefits worth £6m since 2006, Lean In Lothian has delivered 40 process improvement projects to benefit patients and staff. It has also trained just under 250 healthcare staff in skills to support service efficiency and effectiveness enhancements.

Major developments over the past four years include the faster turnaround of pathology samples and sterile supplies, and patient access targets being met in imaging, cancer and elective services. Another key outcome has been the development of one-stop clinics for breast cancer and wheelchair services.

In the year to March 2010, 240 staff took part in 12 major process improvement projects. NHS Lothian has delivered £6m since 2006, Lean In Lothian has delivered 40 process improvement projects to benefit patients and staff.

The project focused on complaints systems across Lothian and resulted in a new central complaints ‘hub’ that will provide a single point of contact for patients.

New arrangements allow 100 per cent achievement of the three-day complaint acknowledgement target and a higher percentage of complaints responded to within 20 days.

“Lean In Lothian has delivered 40 improvement projects to benefit patients and staff”

The event, organised by the ChangeXchange measures projects for children team, was set up as a test site in the region and to learn from best practice, the ChangeXchange team was established – a research project consisting of health practitioners from NHS Lothian and East Lothian Council working alongside academics from Queen Margaret University.

Children can suffer inequalities in health and wellbeing at various stages of their life. The impacts of adverse family circumstances, difficult parenting, or the affects of living in poverty can have long-lasting repercussions,” explained Libby Tait, associate director, modernisation, explained: “The projects included work on elective services to support the achievement of the 18-week referral to treatment target in St John’s Hospital theatres, diagnostic targets to be met and administration systems to be improved in paediatric gastrointestinal medicine, and enhanced procedures and protocols to be introduced in the dermatology plastic surgery skin lesions pathway.

Community mental health issues were also addressed through projects including one on substance misuse in West Lothian.

“This resulted in waiting times for the service being almost halved, and access to information being improved through a new website. “In addition, systems reviews were undertaken of four medicines for the elderly day hospitals.

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“Lean In Lothian has delivered 40 improvement projects to benefit patients and staff”

“The Edinburgh & Lothians Greenspace Trust hosted a celebration event to mark the end of a project to improve the quality of life for mental health patients in Edinburgh.

The event, organised by the local environmental charity, was held at the Hermitage of Braid Visitors Centre to mark the successful completion of Branching Out, an award-winning weekly programme of therapeutic woodland activities. It was pioneered by the Forestry Commission Scotland and its partners.

The programme – one of the first of its kind to be carried out in the Lothians – works with mental health patients referred by medical practitioners and uses interaction with woodlands to improve mental health and wellbeing.

The programme has involved participants in conservation work, environmental art, shelter building, woodland management and photography, carried out in woodlands and greenspaces across Edinburgh.

Linda Irvine, strategic programme manager for mental health and wellbeing at NHS Lothian, said: “We are delighted to have been involved in supporting these events which demonstrate the advantages of partnership working to deliver positive health outcomes for patients.

“We know the therapeutic health benefits that physical activity and being outdoors can bring and look forward to supporting similar events in the future.”

Early intervention is seen as the best way forward to reduce health inequalities for children. That’s why Support from the Start was set up as a test site in East Lothian 18 months ago under the Scottish Government’s Equally Well initiative to tackle health inequalities.

To examine and evaluate Support from the Start’s work throughout communities in the region and to learn from best practice, the ChangeXchange project team is scheduled to publish its findings in May 2011.
Connections  October 2010

NEWS

WE’RE ALWAYS GETTING BETTER

Our 5x5x5 programme is helping NHS Lothian become a world leader

**Festival set to challenge attitudes**

The Scottish mental health arts and film festival is running in Lothian, until 30 October. It’s the fourth year of this annual national event that celebrates the work of filmmakers who explore mental health issues in film. NHS Lothian is part of the steering group for the festival, and a number of events will be taking place in Lothian during October.

Now a regular on the arts scene, the festival has grown to become one of Scotland’s most valued cultural events with nearly 200 exciting and affordable events taking place across the country to help challenge attitudes towards mental health through the arts. The festival reaches people from Aberdeen to Ayrshire; in galleries, theatres and cinemas to town halls, universities and colleges, libraries and pubs.

The festival gets people thinking and talking about mental health. Through engaging artists, connecting with communities and forming collaborations, it celebrates the artistic achievements of people with experience of mental health issues, explores the relationship between creativity and the mind, and promotes positive mental health and wellbeing.

The range of issues tackled is broad and events include film, music, theatre, literature, comedy and visual art ensuring there is something for everyone. Plus many of the events are free – so that no one is excluded.

For more information, go to www.mhfestival.com

**New pilot service for LGBT people**

A SPECIALIST health service is being piloted in Lothian to reduce mental health inequalities that affect lesbian, gay, bisexual and transgender (LGBT) people.

The LGBT mental health and wellbeing programme is designed to tackle the mental health risk factors experienced by LGBT people, such as isolation, discrimination and hate crime. It will provide social activities and set up peer support groups that improve social networks, reduce isolation and social exclusion greatly increase the risk of poor mental health.

The service is part of a national demonstration project being piloted in Lothian. The project is being run by the LGBT Centre for Health and Wellbeing, which is part-funded by NHS Lothian, along with the Scottish Government.

Maruska Greenwood, director of the LGBT Centre for Health and Wellbeing, said: “Stigma, discrimination, harassment and hate crime are part of the day-to-day experience for many lesbian, gay, bisexual and transgender people. It is also common for those ‘coming out’ to be met with rejection from friends and family members. All this increases the risk of poor mental health for LGBT people. Mental health problems are often compounded when individuals experience discrimination, ignorance or invisibility from the mainstream services they turn to for support. This project will provide much-needed culturally sensitive support to tackle both the poor mental health of individuals and address the risk factors that can lead to poor mental health, such as social isolation, hate crime and homelessness.”

**McKinsey HealthTracker**

IN its ambition to be one of the top 25 healthcare organisations in the world, NHS Lothian has joined a global network that aims to help boost its productivity and efficiency. The McKinsey HealthTracker project is a detailed health benchmarking system and a global knowledge bank that provides members with direct access to the latest and best thinking in healthcare, including:

- identifying healthcare delivery areas which are effective but have scope for greater productivity and/or efficiency given the current resources invested
- identifying healthcare delivery areas where effectiveness is in question. These could be areas for disinvestment in future

Harry Purser, head of health intelligence at NHS Lothian, said: “A major theme for the Healthtracker community collaborative work in 2010/11 is the development and maintenance of integrated care pathways spanning primary and secondary care and community and social care services.”

This work will lead to greater efficiency and maximising effectiveness for patients while conserving valuable resources across the sectors.

**BED BLOCKING**

The 2009 cost quality 5x5x5 project concentrated on the opportunities to improve care and save money by reducing the length of time elderly patients had to stay in hospital.

This work is being taken forward by the medics of the elderly directorate supported by the LEAN in Lothian team.

The work is integrated through the All the Peoples Pathway Group, with special emphasis on stroke and orthopaedic rehabilitation.

Associate medical director Simon Mackenzie said: “Improvements to date include earlier identification of patients in the assessment area, and rapid transfer to appropriate care. This work is piloting on the Royal Infirmary site and moving to other sites.”

**STROKE PATHWAY**

One of the more recent developments of NHS Lothian’s 5x5x5 initiative has been the creation of a stroke pathway management team under Robert Aitken as the pathway manager and Professor Martin Dennis as clinical leader.

The new team has been developed from the stroke managed clinical network (MCN), and one of its first objectives is the establishment of an on-call stroke hotline rota of consultants – to enable suitable patients to be thrombolysed via a videoconferencing link with a consultant at home.

Robert, who is assistant general manager at Edinburgh Community Health partnership (CHP), said: “The group has been developing an action plan, and we have already launched a series of Lean events for key staff.

“The first, in August, concentrated on assessment and discharge planning at the Western General and Royal Victoria Hospitals, and will be used in the development of the integrated stroke unit from June 2012.”

A group of four therapists recently visited NHS Lanarkshire to get to know how their integrated stroke unit works closely with health and social care.

The team is also working with Chest Heart & Stroke Scotland to raise public awareness of stroke throughout the Lothians.

**Accolade for team**

THE Midlothian multi-agency team, which included mental health nursing services, recently won the Scottish Social Services Council Care Accolades service development and redesign category. Pictured below are Gerry Power, general manager East Lothian & Midlothian CHPs, Susan Heggie, team leader of intensive home treatment team, Bruce Hadden, mental health officer, joint mental health team and Colin Anderson, director of community and wellbeing Midlothian Council, with their award.

**“This project will address the factors that can lead to poor mental health”**

Maruska Greenwood

Centre for Health and Wellbeing, which is part-funded by NHS Lothian, along with the Scottish Government.

Maruska Greenwood, director of the LGBT Centre for Health and Wellbeing, said: “Stigma, discrimination, harassment and hate crime are part of the day-to-day experience for many lesbian, gay, bisexual and transgender people. It is also common for those ‘coming out’ to be met with rejection from friends and family members. All this increases the risk of poor mental health for LGBT people. Mental health problems are often compounded when individuals experience discrimination, ignorance or invisibility from the mainstream services they turn to for support. This project will provide much-needed culturally sensitive support to tackle both the poor mental health of individuals and address the risk factors that can lead to poor mental health, such as social isolation, hate crime and homelessness.”
New web page to support our LGBT staff

Intranet site is part of our commitment to diversity

AS a Stonewall Diversity Champion, NHS Lothian wants to be the best possible employer for lesbian, gay, bisexual and transgender (LGBT) staff.

The board’s new equality and human rights scheme sets out commitments to make this happen, including developing more positive attitudes to diversity, tackling harassment at work and developing more support for staff.

The next stage in this work is a new page on the NHS Lothian intranet, aimed at staff with an interest in lesbian, gay, bisexual or transgender issues.

“We know that people work best when they can be themselves at work,” said Alan Boyter, director of human resources and organisational development.

“This means feeling confident about being out in the workplace, being able to get the right support when it’s needed, and knowing that NHS Lothian is serious about its responsibilities as an equal opportunities employer.”

The new page gives information about activities and events to promote equality for lesbian, gay, bisexual and transgender people, as well as where staff can get support and guidance on a range of issues. The page is in the equality and diversity site - go to corporate>equality & diversity to find out more.

Eating disorder training now in Scotland

CLINICIANS from a range of backgrounds are being urged to take part in training offered by the Eating Disorder Education and Training Scotland (EEATS) scheme, based at Royal Cornhill Hospital in Aberdeen.

The scheme was developed in 2006, recognising that services to treat eating disorders across Scotland were expanding, stretching a small workforce, with many pioneers in the field coming up to retirement age. It also recognised that sending clinicians to England for training was expensive and the quality of such events was varied.

Dr Suzanne Deas, a clinical psychologist, said: “In the current economic climate, it is crucial to maximise the effectiveness of the existing workforce. In particular, we need to ensure our services are delivered by a well-trained multidisciplinary staff who can train as teams without having to travel separately to other parts of the UK.”

The EEATS syllabus allows individuals of any discipline to acquire and maintain competence in evidence-based practice in eating disorders. Input from KSF trainers means the scheme is a good fit with Agenda for Change too.

For more information on the EEATS scheme, head to www.eeats.co.uk or email rona.walker@nhs.net

Time for flu vaccinations

AS autumn draws in, NHS Lothian is making preparations to help protect staff and vulnerable patients from the effects of seasonal influenza.

Staff seasonal flu clinics will begin on Monday 4 October for two weeks and plans are being drawn to set up the clinics as close as possible to where our staff work.

Clinical nurse manager Tricia McIntosh told Connections: “Dates and times for the clinics are on the intranet, and staff will be alerted through the usual NHS Lothian staff communications.

“We are trying to encourage a good uptake, because vaccination against seasonal flu protects both our staff and our vulnerable patients.”

Staff attending seasonal flu clinics are reminded that they need to take their NHS Lothian ID with them. Tricia added: “We’ll run another catch-up clinic at the end of November into December for any member of staff who missed out on the October vaccination.”

“We know that people work best when they can be themselves at work. This means feeling confident about being out in the workplace”

Julie leads work on equality and rights

EQUALITY, diversity and a mutual approach to delivering healthcare have long been priorities for NHS Lothian.

With the board’s recent publication of its landmark equality and human rights scheme, the involving people strategy and proposed legislation on patients’ rights, fairness and mutuality are right at the top of our agenda.

To draw this wide range of work together and drive it forward, the board has established a new mutuality and equality governance committee, one of the first of its kind.

“With all these related strands of activity under way, it made sense to bring them together,” said Julie McDowell, non-executive board member and chair of the new committee.

“It’s a very exciting time to be leading this work, with new equality laws and the fast-developing patients’ and human rights agendas.”

The committee will monitor how services in NHS Lothian meet their equality obligations, as well as checking that they have involved patients and the public effectively.

The committee’s remit also includes spiritual care and volunteers Julie added: “The committee aims to build on the excellent work we have already done in these areas and ensure that health services in Lothian continue to develop the ways in which they involve and meet the needs of Lothian’s diverse and changing population.”

For more information about the mutuality and equality governance committee, contact the NHS Lothian secretariat on 0131 536 9000.

Julie McDowell
More rehab available in the local community for elderly

A NEW model of care – which will see elderly people receive more of their rehabilitation in the community rather than in hospital – has been launched, thanks to £600,000 of investment by NHS Lothian.

A number of posts are being funded within this new model to help rehabilitate patients receiving orthopaedic and stroke rehabilitation. Extra physiotherapists and occupational therapists will provide enhanced therapy in the Royal Victoria hospital’s orthopaedics ward.

Additional staff at the Astley Ainslie Hospital will see the equivalent of up to three full-time posts provided in a range of therapy positions to support patients requiring stroke rehabilitation.

Also, about 20 care workers will be provided through the City of Edinburgh Council to deliver reablement care in people’s homes. Home-based care will also be provided by additional physiotherapists and occupational therapists working within the joint intermediate care services. The provision of additional district nursing and speech and language therapy in the community has also been planned.

Jamie Hetherington, implementation manager, said: “The idea is to shift the balance of care from hospital to the community. “This investment will allow people to be discharged earlier from hospital through improved access to reablement and rehabilitation services, providing more of their needs in their own homes.”

**YOUTUBE HELPS PREPARE KIDS**

**Children facing treatment for cancer at the Royal Hospital for Sick Children can now prepare for their hospital stay by watching YouTube. In a first for Scotland, the Children and Teenagers Scottish Cancer Network (CATSCAN) has launched six two-minute films aimed at making a hospital stay less daunting. The videos, which can also be downloaded from the CATSCAN website, aim to put children at ease by explaining what happens during hospital stays for cancer treatment. Each clip is on a different theme: going for a scan, going to the operating theatre, central lines, chemotherapy, radiotherapy and nutrition. The films are aimed at children aged 10-12 who are undergoing cancer treatment, although they can also be used for younger children with adult supervision, or for teenagers to download themselves. They feature a friendly staff nurse who explains step-by-step what they can expect. Iona Mills, 11, from Edinburgh, is one of the patients featured in the films. Iona was diagnosed with acute myeloid leukaemia in July last year and underwent four courses of chemotherapy at the Sick Kids. She said: “Although the staff in the ward were very friendly and helpful, I still found it quite frightening when I went into hospital. I think these films will help other children who are getting treatment because it will show them what to expect.” Dr Hamish Wallace, clinical lead for CATSCAN, and paediatric oncologist for NHS Lothian, said: “This is an exciting development which was initiated by the parents and families who are members of our network. “It is so important to allay children’s fears by telling them exactly what is going to happen when they go for a scan or go for treatment.”

**Minister ‘impressed’ by visit to V1P**

NHS Lothian is launching a new policy, website and toolkit which outline the next phase of health improvement actions to address health inequalities experienced by people with a learning disability.

The board has an integrated, proactive health improvement plan with development areas in acute, GP out-of-hours and primary care services throughout the Lothians.

Eileen Duncan, project manager for learning disability, said: “We’re holding events at local hospital sites in the coming months. “The NHS Quality Improvement Scotland report Tackling Indifference states that good arrangements should be put in place to ensure people with a learning disability can use health services. We believe our three new initiatives support that objective,” she added.

The policy’s framework and guidance include:
- risk assessment
- capacity and consent
- involving others
- acute hospital liaison nurses pathways.

The policy can be found at: http://intranet.lothian.scot.nhs.uk/NHSLothian/healthcare/clinicalguidance/general/caring

The new learning disabilities website on the intranet is accessible to all NHS Lothian staff at the corporate A-Z heading, then follow the links: healthcare/A-Z/learning disabilities.

Eileen said: “It contains information about contacting specialist services and referral guidance, how to contact them and referral guidance.”

More articles will follow with further developments from NHS Lothian’s Action Plan.

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**For more information, email Eileen Duncan at eileen.duncan@nhslothian.scot.nhs.uk or Rona Laskowski – SPM Disabilities at: rona.laskowski@nhslothian.scot.nhs.uk**

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**VETERANS First Point (VIP) was one of the stops on Andrew Robathan MP’s recent fact-finding mission looking at services for former military personnel.**

Mr Robathan, the minister with responsibility for the armed forces, defence personnel and veterans, was accompanied by Brigadier George Lowder, commanding officer of 51st Scottish Brigade, other senior military figures, NHS Lothian chair Charles Winstanley, and NHS Lothian senior mental health professionals Claire Fyvie and Linda Irvine.

The minister was on his fact-finding trip to gather as much information as possible about the kinds of services that exist for the welfare of veterans.

VIP is a joint, one-stop shop initiative by the Scottish Government, NHS Lothian and the Ministry of Defence providing a holistic approach to the wide range of issues experienced by service personnel face, and includes access to specialist mental health clinicians.

VIP project co-ordinator Paul Hayllor, pictured, said: “Mr Robathan came in for a chat and to see what we offer. He seemed very impressed by what we are doing.”

“IT was a low-key visit and we described the services we offer – particularly in terms of front-line staff who have shared military experiences providing one-to-one peer support and case co-ordination of veterans’ issues.”

“This new service aims to improve access to mainstream services by providing a credible and co-ordinated approach that former service personnel understand.”

The minister will report his findings later in the year.
NEW COMMUNITY HOSPITAL IS WELCOMING PATIENTS

88-bed facility was completed ahead of time and is now open

MIDLOTHIAN’S new community hospital has been completed – and handed over – ahead of schedule.

The new hospital was completed six weeks early. It is situated at Mayshade South, near Bonnyrigg, and welcomed its first patient on Monday 6 September.

It brings high-quality, modern healthcare services into the heart of the Midlothian community, and is part of NHS Lothian’s commitment to deliver healthcare services closer to where people live.

With free car parking and drop-off points at both ends of the building, it’s also expected that local bus operators will run a regular service to the hospital. Cycle paths and walkways also lead directly from nearby communities to the new hospital.

Midlothian Community Hospital is built on two levels and provides a total of 88 beds for care of the elderly.

The new community hospital also offers a day hospital for older people, a dedicated physiotherapy and occupational therapy service, an outpatient department, including X-ray service, child health clinics, and a range of other healthcare services.

Lothian’s out-of-hours service for Midlothian has relocated to the new hospital from its former home at the former Bonnyrigg Health Centre.

The new hospital was procured on a PPP/PFI contract, with contractor Robertson Health (Midlothian) Ltd designing the building, constructing the hospital and providing part of the facilities management services (ie most of the estates side functions) for 30 years.

Discussions with the public, through the Midlothian Public Partnership Forum, contributed to the final overall design of the hospital, as well as the interior design and external landscape design features.

FLOWER POWER: Jane Sommerville, 97, one of the first new inpatients at the new Midlothian Community Hospital, was helped to feel right at home when deputy charge nurse Kathleen Douglas presented her with a stunning bouquet of flowers

THE address for the new hospital is: Midlothian Community Hospital, 70 Eskbank Road, Bonnyrigg/Dalkeith, Midlothian EH22 3ND Tel: 0131 454 1001

THE reception desk at the new hospital is staffed from 8am to midnight. During the day, staff look after outpatient appointments, and in the evenings NHS Lothian’s out-of-hours GP service uses the outpatient facilities at four consulting rooms on the hospital’s ground floor.

Lothian Unscheduled Care Service is now located at the new hospital. Among the new facilities out-of-hours GPs have at their disposal are X-ray and ultrasound equipment.

Midlothian Community Hospital also boasts a large physio/occupational therapy department, with a 100m² gymnasium and an assisted daily living area, complete with kitchen, to help with the assessment of patients who are due to return home.

MIDLOTHIAN Community Hospital replaces care of the elderly services that have until now been provided by Rosslynlee, Loanhead and Edenhall Hospitals.

And the wards at the new hospital have been cleverly linked – by name and in pictures – with the care centres they are replacing.

The front entrance of the new building is well signposted, and will be used mainly by outpatients using clinic and physiotherapy services and by those using the Cairngreen day hospital.

The reception desk will be staffed from 8am until midnight, with an intercom connected to the nursing station in the overnight hospital. There are toilets and a café for staff, patients and visitors on the ground floor.

Extra services out of hours

MIDLOTHIAN Community Hospital
Y HOSPITAL PATIENTS

"Patients and staff are delighted to be in and settled and we are all enjoying the new, bright environment. Patients are also enjoying having their own space and are able to take advantage of the open sitting areas and open air terrace, providing a very homely experience"

Helen Ogilvie, Loanesk ward charge nurse

Photos give visual clues

ALL of the wards in the new hospital have photos alongside their names on the sign boards at the entrances to help elderly people recognise their surroundings. It is a vital feature of the new Midlothian Community Hospital.

On the ground floor are Rossbank Ward, with 16 single bedrooms and two four-bed units, and Glenlee Ward, where local people with mental health issues are looked after in 24 single bedrooms. Rossbank and Glenlee are linked to the old Rosslinylee hospital.

Rossbank has a photo of the old Roslyn Castle, while neighbouring ward Glenlee has an illustration of the Rosslinylee Hospital to guide patients and visitors.

On the first floor are Loanesk Ward and Edenview Wards for long-term care of the elderly. Loanesk is linked by a photograph to the old Loanhead Hospital, while Edenview visitors enjoy a view over the river as their link with Edenhall.

Gardens filled with art and colour

LIGHT is a very important part of the natural therapy that is built in to Midlothian Community Hospital. Lightwells provide daylight and natural ventilation to the very core of the building, and a total of seven garden areas have been landscaped with a range of plants and artworks designed to lift the spirits and make the patients' stay at the hospital more enjoyable.

Plants with different foliage, colours and scents have been introduced, and the artworks, from a group of talented artists, include a depiction of a pithead winding engine that will be instantly recognisable to residents from all over the former mining communities of Midlothian.

Thousands of bulbs, too, have been planted, and will begin making an impact from the spring of next year.

Project manager Andrew MacDonald said: "We spent a lot of time consulting with local people about what we should have in the gardens. We wanted them to have a sense of ownership in the place. We also spoke to the nursing staff who will work here, and they helped choose the artworks on display inside the hospital, as well as the colour schemes for the walls and floors."

Connections 11

Y HOSPITAL PATIENTS

"Most of the rooms are designed to be occupied by one person, and have the kind of features you'd expect to find in a hotel!"

just behind the reception area. CCTV cameras are positioned to cover all aspects of the building's exterior.

At the rear of the hospital, inpatients can be moved quickly into the care of the elderly wards via a separate entrance.

Project manager Andrew MacDonald added: "The new building has been well thought out. Most of the rooms are designed to be occupied by one person, and have the kind of features you'd expect to find in a hotel, such as bed bumpers, windows, a cupboard and full en suite facilities.

"Some are fitted with fixed hoists, and all have nurse call buttons in the room and en suite area. The rooms have modern lift baths to make bathing easier for patients and staff, and the wards have passive infrared sensors to turn lights on and off when people are using the corridors."

He added: "There's an overnight room in case relatives have to stay with a patient, and the Edenview ward has a large terrace looking out on to the green fields and surrounding countryside."
Demolition complete at Dalkeith

WORK on the new Dalkeith Health Centre has reached a significant milestone with the demolition of the old building now complete.

Once the remaining rubble is cleared, the facility, which replaces the old health centre, will begin to take shape as the construction work, scheduled for November, begins.

Miriam Anderson, operational manager, said: “We are pleased that the work is progressing so well and we are all looking forward to getting in to the new building. Services are still being provided by staff in our temporary home next to the site of the new medical centre. It’s not ideal, of course, but everyone is managing to keep delivering our services to the highest quality.”

Work on the new medical centre is expected to be completed by the summer of 2011.

“’We are pleased that the work is progressing so well and we are all looking forward to getting in to the new building’”

Miriam Anderson, operational manager

Foundations laid for new Royal Victoria

THERE is plenty of work going on for the new £43.6 million Royal Victoria Building on the grounds of the Western General Hospital.

The piles have been driven into the ground for the foundations and two high cranes are being erected to lift the prefabricated sections, which are being manufactured offsite, into place during October and November.

“It’s quite a logistical feat as the site is surrounded by roads on three sides, but everything has been planned to minimise any disruption to the hospital,” explained Sue Gardiner, clients services project manager.

She added that the building works are on schedule for the March 2012 handover to NHS Lothian.

Now that construction is under way, Sue is working with the workforce planning and commission teams to determine what staff and systems will be required at the new building.

When it is officially opened next June, the purpose-built facility will have five wards dedicated to elderly patients and one ward specialising in rheumatology and dermatology – all with single rooms.

A RAINBOW RESOURCE

AN information resource to help families through the trauma of losing a child has been launched in NHS Lothian.

The Rainbow Pack was developed to provide written information to the families/carers of children who have died either at home, hospital or in the community.

The pack has been put together by a multi-disciplinary group led by children’s community nurse Sally Thompson, after consultation and input from the wider professional community alongside CHAS (the Children’s Hospital Association Scotland) and the Child Bereavement Charity.

A small survey was also carried out with bereaved families asking for their thoughts on the information being developed.

Katrina Marshall, palliative care liaison nurse (children’s community team) at the Royal Hospital for Sick Children, explained: “The idea first came about in 2008 when it was felt that not enough information was available for families who had lost a child.

“Initially, the packs were developed and piloted by West Lothian.

“They have now been adapted for use throughout NHS Lothian and the Borders. Other areas have also recognised the value of these packs and are interested in adapting them for their own use.”

New information pack helps families cope with losing a child

The Rainbow Packs also include colourful communication cards designed to help siblings express their feelings.

There are two types of cards, designed to meet the needs of both younger and older children. Siblings can give these cards to teachers, nurses, friends and parents/carers.

Copies of the packs are available at RHSC from the family support office, A&E, PICU and at St John’s Hospital from community child health. Packs will also be available from children’s community nurses in Lothian and West Lothian.

WHAT’S IN THE PACK?

EACH Rainbow Pack contains nine leaflets giving advice/information on:

- arranging a child’s funeral
- help with expenses
- when a child dies in the community
- when a child dies in hospital
- useful telephone numbers and information
- how to register a child’s death
- helping to cope with the death of a child
- post-mortem arrangements
- bereavement support.

For copies of the Rainbow Packs, or more information, contact Katrina.marshall@luht.scot.nhs.uk or call 0131 536 0318, or visit the staff intranet at www.nhslothian.scot.nhs.uk/ourservices/bereave/publication.asp

COMMUNICATION TOOL: Sally Thompson with one of the Rainbow Packs

New role for Charles Swainson

DR Charles Swainson has been appointed treasurer of the Royal College of Physicians of Edinburgh.

Charles, who is medical director of NHS Lothian, takes over from Derek Maclean FRCP E from December 2010.

This role, which has a term of office up to three years, sees him take responsibility for the overall planning and reporting of the financial affairs of the College, as well as supporting the financial processes of the Federation of Royal Colleges of Physicians.

MEETING

THE next NHS Lothian public board meeting will be held on 24 November at NHS Lothian’s headquarters at Waverley Gate, 2-4 Waterloo Place, Edinburgh EH1 3EG.

The meeting, in the boardroom, will begin at 9.30am. The new city centre location has very good public transport links and to enable more members of the public will attend.

ON SCHEDULE: steelwork is in place in preparation for prefabricated sections to arrive in October
UNISON shop steward Tracy Miller talks about the role she has held for 17 years and what lies ahead following the end of the Agenda for Change process....

I started with NHS Lothian in 1983, when I did my enrolled nurse training. On qualifying, I worked at Rosslynlee Hospital for two years before moving to the Royal Edinburgh Hospital. During the 13 years I worked there I completed my RMN training and became a shop steward. I had always been a member of the union and when I was approached and asked if I was interested in becoming a shop steward I was delighted.

I have held many positions within our branch and for many years was the branch chairperson until the last merger, when we became NHS Lothian. I was then appointed as the lead partnership representative for Midlothian CHP – representing all of the staff side organisations within Midlothian.

When Midlothian and East Lothian merged to become a single CHP, I moved into my current role – representing staff who had requested a review of their banding outcome under Agenda for Change. I have been doing this for the past three years and found it to be extremely challenging, with 3,500 staff requesting a banding outcome review. I’ve always enjoyed representing members and this process ensured I had plenty of staff to represent!

Now that the Agenda for Change Review process is coming to an end, I’m moving on to a new position in the service redesign team, as the Lothian partnership representative.

This is a new team which will be taking forward exactly what it says on the tin: redesigning services to ensure they meet patients’ needs, while ensuring quality of service is optimum. This team will also include Eddie Egan, employee director, Lynne Khindia, associate director, Jane Anderson, workforce modernisation manager, and Angela Bryce, recruitment co-ordinator.

We are all very aware that NHS Lothian is facing financial pressures and part of the role of this group is to try to identify better and more efficient ways of delivering our services.

I believe the best way to do this is to involve our staff because nobody knows the service better than they do. In my role as the partnership rep, it will be my job to ensure this happens.

I was delighted.

I was approached and asked if I was...

The Liverpool Care Pathway (CLP) was originally developed more than a decade ago when the Marie Curie Hospice and Acute Hospital Trusts in Liverpool worked together to write a pathway that gave guidance to staff working in acute areas, through a series of goals and prompts. Since then, the pathway has been developed further and is now recognised as a model of good practice across the world. It is version 12 of this pathway that will be used within Lothian hospitals.

The care pathway facilitators will work with clinical teams to support the implementation process, which will include training in the use of the pathway and facilitation once the pathway is in use.

Lead facilitator for the project Tracy Smith said: “There is a great willingness among clinical teams to ensure that end-of-life care is of the highest standard and people’s response so far to the LCP has been extremely positive.”

Funding for the project has been provided by Macmillan Cancer Support and from the oncology endowment fund.

For more information, contact Tracy on 0131 537 3947 or email lcp.enquiries@nslslothian.scot.nhs.uk

MEET THE TEAM: (from left) Susie Chater, consultant in palliative medicine; Professor Hugh MacDougall, clinical oncologist; Tracy Smith, lead facilitator; Tom McInnes, development manager Macmillan Cancer Support; Lisa Forrest, team administrator; Patricia Black, lead nurse for palliative care

“Patients to have more say about final days”

Professor Alex McMahon

“"We want to give patients this choice by improving access to end-of-life care"

Staff, patients, families and carers took part in a consultation last year and gave feedback to help shape the proposals.

Professor Alex McMahon, acting director of strategic planning and modernisation, said: “It is important that patients coming to the end of their lives should be able to make the right choices for themselves and their families. Many may choose to spend their final days in their own home or community rather than in an acute hospital, and we want to give our patients this choice by improving access to end-of-life care.”

The strategy has been developed in collaboration with the independent hospices in Lothian.
Mental health support for youngsters available in their home

CHILDREN and young people with mental health problems are being offered treatment at home throughout Lothian by a specialist team established by NHS Lothian's child and adolescence mental health services (CAMHS).

The new service is similar to the intensive home support service that has been operating for adults over the past few years and it gives young patients and their families the option of being treated at home rather than in hospital.

At present, the service, which links in with CAMHS outpatient teams in each of the five main geographical areas in Lothian (East, Mid and West Lothian, and North and South Edinburgh), operates from Monday to Friday, but the service will expand in the near future.

The team currently comprises a senior charge nurse, five community psychiatric nurses, a clinical psychologist, a psychiatrist, and a dietician.

When recruitment to the service is complete, there will also be an occupational therapist and more nursing staff, including support workers.

Young people seen by this service will have a range of issues or mental health problems, including depression, eating disorders, psychosis, autistic spectrum disorders and suicidal or self-harming behaviours.

Senior charge nurse Gavin Cullen explained: "The job of the service is to prevent mental health crisis developing or where it has occurred, to help the patient recover using the psychological, social and medical supports the multi-disciplinary team can offer.

"The intensive home treatment service has already proved successful in supporting youngsters at home" Senior charge nurse

Pharmacy will offer easy access to treatment

A PILOT project offering new walk-in health services has been launched in a city centre community pharmacy.

Boots in Shandwick Place, Edinburgh, has been picked as NHS Lothian’s second pilot location under the Pharmore walk-in pharmacy services project. The new pharmacy site provides the public with quick and easy access to advice and treatment on a range of common ailments and acute minor illnesses.

The four specially trained community pharmacists will be able to use their expertise to assess and treat patients with a variety of acute minor conditions such as skin infection, cystitis and chest complaints.

This service will be available Monday-Friday 4pm-7pm and Saturday and Sunday, 11am-4pm. A treatment room to deliver these services has been built at the Shandwick Place pharmacy.

This pilot allows treatment of a more extensive range of complaints/conditions than is currently offered under the minor ailments service, which rolled out in June 2006 and is now well established in all pharmacies across NHS Lothian.

Pat Murray, director of pharmacy, NHS Lothian, said: "This is a welcome addition to our Pharmore pilot project. "The ability to drop in and get health advice, treatment and medication from community pharmacists with expert knowledge will, I am sure, be welcomed by residents, shoppers and visitors in Lothian. Our community pharmacists have undertaken advanced training in order to offer this service to the public."

The other pilot site in Lothian is at The Inch pharmacy in Edinburgh, and provides substance misuse services, sexual health services, a blood-borne virus clinic, needle exchange, group stop smoking services, alcohol brief interventions and guided self help for mild depression.

"Our community pharmacists have undertaken advanced training in order to offer this service to the public"

Pat Murray, NHS Lothian director of pharmacy

New syringes for palliative care

A NEW programme to improve the delivery of subcutaneous infusions of medications for pain and symptom control in palliative care is well under way within NHS Lothian.

On 30 September, all Graseby MS22 syringe drivers were replaced with McKinley T34 syringe pumps. These devices are used within all care settings in Lothian, and commonly more with patients who are transferred between care settings.

Patricia Black is lead nurse for palliative care, Lothian University Hospitals Division. She told Connections: "This programme has been taken forward by Lothian palliative care syringe pump working group, with representation from the acute hospitals, CH(C)Ps and hospices working together to improve care for patients.

"Briefing and update information will be provided electronically for medical staff and pharmacists, covering the prescribing of medications for use in the syringe driver and the compatibility of medications administered within the same syringe."

"A programme of education for nurses was delivered between now and 8 October. "This includes formal off-ward training sessions for clinical users and, in addition, train the trainers sessions for charge nurses, senior clinical nurses, clinical educators, palliative care link nurses and other designated trainers who will support staff training and implementation of new guidelines and policy within clinical areas."

"NEW SYSTEM: the McKinley T34 syringes will help patients requiring palliative care"

WALK-IN FOR ADVICE: the public can now access treatment at pharmacies through a pilot scheme

Be aware of the risks of Lyme disease

IT’S not only the mild autumn weather that is enticing people out into the countryside – ticks are also active too, and a bite from these small creatures has the potential to transmit the debilitating Lyme disease.

The first symptom of Lyme disease is a rash spreading from the site of the tick bite. Other symptoms include a flu-like illness and fever, but more severe problems can occur, often weeks or months after the bite.

Early infection can easily be treated with a course of antibiotics to stop more serious complications from developing.

For further information: www.hpa.org.uk/Topics/InfectionsAZ/LymeDisease

CITY CENTRE WALK-IN SERVICE IS LAUNCHED

Pharmacy will offer easy access to treatment

"NEW SYSTEM: the McKinley T34 syringes will help patients requiring palliative care"

Be aware of the risks of Lyme disease

"NEW SYSTEM: the McKinley T34 syringes will help patients requiring palliative care"
Giving patients the best support

SIGNIFICANT progress is being made in NHS Lothian to provide the best possible support for people with dementia and their carers.

In September, a project that will see the development of a new dementia patient pathway was introduced, providing a more streamlined service for patients and carers.

NHS Lothian is also reviewing its strategy, making sure that it is fully in line with the Scottish Parliament’s Alzheimer's Charter and the Scottish Government’s new strategies on dementia and on support for carers.

Professor Alex McMahon, acting director of strategic planning and modernisation, said: “Our aim is to make sure that patients with dementia and their carers get the best support we can provide.

“Naturally, people have many concerns when they, or a loved one, are diagnosed with dementia. They need to be confident that the appropriate care will be available as, and when, it is needed.

“People often think of a diagnosis of dementia as sounding a death knell, but in fact they can often enjoy many good years ahead – our aim is to maximise the number of good years.”

He added: “Early diagnosis is very important – it means that we can start providing the right support and information for people straight away.

“We are carrying out a baseline study among medical and nursing staff in our acute division to make sure they can identify the symptoms quickly and accurately, and know exactly what to do to make sure that the patient and carers get the help they need.”

The development of a specific patient pathway for dementia patients will begin in September as part of the Lean in Lothian project.

The idea is to use the skills and experience of staff across the systems to identify how services can best be joined up, and bottlenecks removed to make the process as smooth and effective as possible for patients and carers.

“People often think of a diagnosis of dementia as a death knell, but in fact they can often enjoy many good years ahead”

Alex McMahon, acting director of strategic planning and modernisation

Caring for the unsung carers

A NEW training programme, designed to help NHS staff to recognise, identify and direct carers to where they can get the support they need, has been launched in Lothian.

It’s long been recognised that many carers don’t always acknowledge the significant role they play in caring for relatives and loved ones, which often allows people to remain at home.

Katie McWilliam, strategic programme manager, has played a key role in developing the NHS Lothian carer information strategy in partnership with local authorities, service users, carers and carer organisations.

NHS Lothian was one of only three Scottish health boards to have its work on carer education commended, and is the only Scottish board named in the Government’s strategy Caring Together, published in July, for its eLearning carer modules.

Katie said: “As part of the specific government funding for NHS boards to implement the Scottish Government’s NHS carer information strategy, we have awarded a contract to Voice of Carers Across Lothian (VOCAL) to deliver a staff training programme throughout NHS Lothian across both hospital and community settings.”

The programme will give staff face-to-face training to gain:

• an ability to recognise carers
• an increased understanding and confidence to refer carers to relevant support agencies
• a greater awareness of the network of carer agencies available to provide ongoing support
• a better understanding of the challenges faced by various specific groups of carers including young carers and those from black and minority ethnic backgrounds.

Training sessions will be available from October and bookable on NHS Lothian’s training intranet site.

Focus on helping those in distress

ALTHOUGH deaths by suicide have been decreasing in Scotland over the last few years, it is still a major concern as the country’s suicide rate is higher than in other parts of the UK.

That’s why NHS Lothian and West Lothian Community Health and Care Partnership supported Suicide Prevention Week in September as an opportunity to raise awareness of the issue and promote the valuable training people can get to help others in distress.

NHS Lothian is working with Choose Life to achieve its HEAT target of ensuring that 50 per cent of frontline staff in mental health and substance misuse services, primary care, and accident and emergency are trained in suicide prevention measures by the end of 2010.

In 2002, the Scottish Executive launched Choose Life as part of its strategy to reduce suicide by 20 per cent by 2013.

In 2002, the suicide rate was more than 15 per 100,000 population – in 2009 it had reduced to 14.2 per 100,000 population – but this still represents an average of two deaths a day throughout Scotland.

It is welcome news that the number and rate of suicide in 2009 is the lowest reported since 1991.

Within West Lothian, Suicide Prevention Week has been linked with Mental Health Week to promote a wide range of training courses over September and October, such as Applied Suicide Intervention Training (ASIST), Suicide Aversion for Everyone (safeTALK) and Scotland’s Mental Health First Aid.

And it’s not just health professionals who are benefiting from this training, as June Gilfether, service development officer at Choose Life, explained: “These courses are open to the public and we are finding there is great demand from people that have been affected in some way by suicide.”

She added: “We are also promoting good mental health in October as there is a natural link to conditions such as anxiety and depression which can lead to suicidal thoughts.”

Supporting staff to deal with suicide

A PATIENT’S suicide always has painful repercussions on families and friends, but it also has an effect on the professionals who once cared for this person.

That’s why NHS Lothian mental health services has a suicide review team to look at the circumstances of the death and help support their teams.

Immediately after the suicide, the responsible medical officer will conduct a death meeting.

Then, two to three months later, a medical and non-medical member of the suicide review team will bring all those who have been involved in the care of the patient together to discuss the event, including NHS, council and voluntary sector staff.

David Hewitson, a member of the suicide review team and manager of the social work team based at the Royal Edinburgh Hospital, explained the reason for the timing: “We feel it is important to leave some space after the tragedy before we conduct the review meeting.

“This allows the initial emotional impact to pass and helps staff to reflect calmly on what happened.”

“We help people talk about the circumstances leading up to the event, the risk assessments which were carried out and the decisions made, to see if there are lessons to be learned.

“As part of grieving, people can blame themselves for some aspect of the suicide, so it is important to reassure individuals, when they acted properly, so their future practice is not skewed by the emotional impact of the event.”

“That’s why it is important that the whole team is brought together so the individual members can see their work as part of the whole, and help give them some closure for the event,” he added.

The team has started to involve the families of the deceased to enable them to raise any questions about the care of their loved ones prior to their suicide.
IN the run-up to Alcohol Awareness Week (AAW), accident and emergency staff at our four main hospitals were being trained in delivering the alcohol brief interventions (ABI) programme. NHS Lothian has been running ABI since it was launched in 2008 to encourage people to think about their alcohol intake in terms of units and help them to consider changing their drinking behaviour.

Eleanor McWhirter, NHS Lothian lead for alcohol brief interventions, said: “Our training gives staff the confidence to discuss alcohol consumption in a non-confrontational way. “In this way, we can help to increase people’s knowledge about the units of alcohol they drink so they can make informed personal choices about their alcohol consumption and health-related issues.”

Since the programme started in 2008, NHS Lothian health promotion has trained 1200 health practitioners, who have delivered more than 20,000 interventions to date, 90 per cent of NHS Lothian’s 24,000 HEAT target to be achieved before the initiative is reviewed in 2011.

The A&E initiative differs from previous intervention events as staff are trained to encourage patients to fill out a self-assessment form about their alcohol consumption. These are collected, recorded and then returned to their GP so that at their next visit the doctor can discuss the issue – particularly where their ailment may be linked to alcohol.

In an unofficial “snapshot” of the evaluation figures, Eleanor’s team found that men and women who had visited and been followed up by their GP had reduced their alcohol consumption by up to 40 per cent.

NHS Lothian will be part of a national evaluation that aims to assess the effectiveness of these evaluations on the consumption of alcohol in the adult population.
Win a meal for two at Hotel Missoni Edinburgh

HOTEL Missoni Edinburgh is offering NHS employees the chance to win dinner for two at the hotel’s authentic Italian restaurant, Cucina, which includes three courses and a bottle of wine to share.

Creating traditional Italian dishes with a modern twist, Cucina is the ideal setting for a dinner with friends or a romantic meal for two.

Lunchtime at Cucina is also a favourite with locals and visitors alike, with Italian favourites on the menu including warm radicchio salad with prosciutto and reduction of balsamic vinegar and homemade short penne pasta with pork ragu.

The restaurant is also offering the chance to take advantage of Cucina’s fantastic lunch menu offer: one course – £9, two courses – £12 and three courses – £15.

For a chance to win this fantastic prize, simply answer this question:

What is prosciutto?

Is it a: a) fish b) vegetable c) meat

Answer

Name

Job title

E-mail

Work tel. no.

Send your answer to: Missoni competition, Connections, NHS Lothian, Waverley Gate, 2-4 Waterloo Place, Edinburgh EH1 3EG by Wednesday 10 November. The first correct entry drawn out of the hat will win.

There’s a £25 Love2Shop voucher up for grabs, courtesy of our publishers, Connect Communications. Send your answer to Connections, NHS Lothian, Waverley Gate, 2-4 Waterloo Place, Edinburgh EH1 3EG by Wednesday 10 November. The first correct entry drawn out of the hat will win.

For more information, contact Kerry Murray, senior health promotion specialist, at kerry.murray@nhslothian.scot.nhs.uk

Wordsearch Alcohol awareness

CAN you find which word or phrase from the list is missing from the wordsearch? There’s a £25 Love2Shop voucher up for grabs, courtesy of our publishers, Connect Communications. Send your answer to Connections, NHS Lothian, Waverley Gate, 2-4 Waterloo Place, Edinburgh EH1 3EG by Wednesday 10 November. The first correct entry drawn out of the hat will win.

The missing word is...

Name

Job title

E-mail

Work tel. no.

Is it a:

1) fish

2) vegetable

3) alcohol

4) glass

5) healthy

6) measure

7) sober

8) teetotal

9) unit

10) wine

ABSTAIN * ALCOHOL * BEER * DRINK * GLASS * HEALTHY * MEASURE * SOBER * TEETOTAL * UNIT * WINE *

Issue 39 competition winners

- Calendar Girls tickets: Audrey Ironside, site secretary, Royal Victoria Hospital
- Crossword: Jackie Steven, typist/receptionist, Bonnyrigg Health Centre
- Wordsearch: Barbara Halliday, district nurse, Conan Doyle Health Centre
WHEN Sue Melrose was thinking of an innovative way to raise £3000 for charity, she set herself a target: when donations reached £1000, she’d shave her head.

What Sue didn’t realise was how keen her colleagues would be to help her reach that target. “People seemed awful keen to see my hair come off!” she said.

Sue and two of her colleagues, Gillian MacDonald and Amanda Marshall, are each raising £3000 for Marie Curie, with the aim of taking part in the charity’s Grand Canyon Trek in October 2011.

The trio are all staff nurses in transplant theatres at RIE and set themselves the double challenge of raising money for the Marie Curie Hospital in Edinburgh and completing a six-day trek through the 17 million-year-old rocky gorge.

This time next year, the three women will be part of a 25-strong group making the trip, which promises to include waterfall jumping and swimming in the Colorado River, among other hair-raising experiences. Luckily for Sue, her chin-length bob should have grown back by then!

In the meantime, the three women will be holding a cake and craft stall in the main concourse in RIE in the run-up to Christmas where cards, jewellery and cakes will be sold as well as a tombola with great prizes.

If you’d like to track Sue, Gillian and Amanda’s progress – or donate funds – please visit www.justgiving.com/suemelrose
In the swim... all for a good cause

Week-long swim trek raises money to promote organ donation

Swimming in turquoise waters, over sunken cities and below a bright sun – there are worse ways to raise money for a good cause, but it certainly wasn’t an easy paddle for Lynne Douglas.

The allied health professions director for NHS Lothian swam from Greece to Turkey over the course of a week – about 6km a day – from 13-19 September. She was following the Lycian Way, a coastal journey along Turkey’s southern coast.

The swim trek is in aid of raising money for another water-based adventure devised by NHS Lothian transplant surgeon Stephen Wigmore.

To promote the importance of organ donation and how lives can be turned around following transplantation, former transplant patients will become crew members aboard a yacht embarking on the Clipper Round the World Yacht Race.

Running from 2011 to 2012, the race will allow a transplantee to function as part of the crew on one of eight legs, joined by transplant professionals, from co-ordinators to surgeons.

“Rather than use a negative message about what happens if you don’t donate, we wanted to focus on the positive message of what a difference you can make if you do.”

Lynne highlighted the importance of donation and transplantation and its potential impact.

“A number of the other paintings in the hospital on public corridors have been purchased through generous donations from the Hope Scott Trust, raised by the staff from orthopaedics and trauma. Other painted works have been selected from the Royal Scottish Academy’s exhibition New Contemporaries, which showcases work by talented emergent artists just graduated from Scotland’s Art Schools.

“Those exciting new works are installed in the main corridor between wards 208 and 209”

The artworks – paintings and a photograph – were selected from the Royal Scottish Academy’s exhibition New Contemporaries, which shows work by talented emergent artists just graduated from Scotland’s Art Schools.

Staff from orthopaedics selected three large paintings by Duncan of Jordanstone graduate Chloe Gough, who has now been awarded a scholarship to the USA to continue her studies. These exciting new works of the human form, described in ink and wash on wood panel are installed in the main corridor between wards 208 and 209.

Also purchased for the waiting area in ward 209 was a photograph entitled River Boys by Yngvild Mehren, a Glasgow School of Art graduate. This is a carefree happy picture of boys playing in a river, setting just the right mood for a waiting area.

A number of other paintings in the hospital on public corridors have been purchased through generous donations from the Hope Scott Trust over the last few years, adding interest and supporting navigation in the RIE’s public spaces.

For more information, visit: www.nhslothian.scot.nhs.uk/our-services/artscommunity/default.asp or www.ginkgo-projects.co.uk
Ready to share new knowledge

Two-year lecturing secondment gives Claire valuable experience

AN occupational therapist who spent two years on a lecturing secondment to Queen Margaret University is planning to use her experience to share with colleagues at the Royal Edinburgh Hospital.

Claire Baxter, who works at the Orchard Clinic, was on a full-time lecturing secondment during which she gained research experience and conducted interviews with occupational therapists in mental health vocational rehabilitation to explore their views about their role within this setting, as well as their perceptions of the individual placement and support (IPS) model. IPS is an effective approach of supported employment to help those with severe mental illness who want to work to obtain competitive employment.

The research is currently in the process of being published and Claire hopes to be able to incorporate both the research and academic experiences into her practice now that she has returned to her post at Orchard Clinic.

THE family of a young woman who tragically died of an undiagnosed heart condition is helping junior doctors gain more experience in the early detection of coronary disease.

Tracey Biggin, of Edinburgh, was just 36 when she suffered a fatal heart attack in her sleep in September 2008. Tests later showed that she had a significant amount of coronary disease that was asymptomatic.

Following her death, Tracey’s family – including her sister Paula McPhail, who works as a secretary in the Western General Hospital gastroenterology department, wanted to do something to remember Tracey by and set about organising a number of fundraising events.

Paula said: “We wanted to do something to keep her memory alive. Tracey was the life and soul of the party. She loved her job as a PA and she was very, very close to my little daughter Caitlin. We were so shocked when she died and I’ve since heard lots of stories about other young people dying in similar circumstances.”

In less than two years, Paula, her brother Charles and parents John and Gina – who live in Spain – supported by friends, family and Tracey’s employer Deloitte, have raised more than £21,000, which they have used to set up the Tracey Biggin Endowment Fund at the Royal Infirmary of Edinburgh.

“We are very grateful to the Brigin family for their very generous support and amazing efforts to raise money”
Dr Neil Uren

The fund is supporting education for junior doctors, specifically in cardiology, as well as associated staff, to get more experience in the early detection of coronary disease using CT coronary angiography.

Dr Neal Uren, consultant cardiologist, Edinburgh Heart Centre, at the Royal Infirmary explained: “This technology allows us to accurately assess the patient non-invasively for the presence or absence of coronary atheroma (plaque) and allows us to make appropriate management decisions before clinical events develop.”

“We are very grateful to the Brigin family, both here and all their friends in Spain, for their very generous support, and for their amazing efforts they have made in raising money for Tracey’s fund.”

Family’s kindness helps educate doctors in cardiology

MEMORIAL FUND BENEFITS STAFF

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“We are very grateful to the Brigin family, both here and all their friends in Spain, for their very generous support, and for their amazing efforts they have made in raising money for Tracey’s fund.”

Commonwealth Games honour for Alastair

CONGRATULATIONS to physiotherapist Alastair Hsy, who was chosen as a member of the Scotland athletics squad for the Commonwealth Games in Delhi.

Alastair, who works at St John’s Hospital in Livingston, is Scotland’s top-ranked 1500 metres runner, and was thrilled to represent his country against some of the best runners in the world.

“I’ve been training for this for the past two years,” he said, “and I felt privileged to be chosen to run for Scotland, especially since the next Commonwealth Games will be on home soil and I hope to be involved then, too.”

Alastair added: “I’ve been training 12 times a week at the moment to keep me sharp, but I enjoy running so it’s no chore.”

Staff are over the moon at charity walk

FOUR nurses from the orthopaedics ward 108 at the Royal Infirmary of Edinburgh had big smiles and sore legs after completing their first MoonWalk for charity.

Yvonne Brown, Cath Welsh, Michelle McLelland and Sharon Thompson raised nearly £1,000 after completing the 26.2-mile night-time walk through Edinburgh.

“We decided it would be a good way to get fit as well as raise money for charity,” explained Yvonne, who has been training for the event with her colleagues since Christmas.

“There was a great atmosphere and with so many people taking part, we soon got split up after we started off at midnight. The hardest bit was the start as it was all uphill over Arthur’s Seat, but after that it was okay,” said Yvonne, who completed the walk with Cath in eight hours with the others finishing in nine.

“I think we did pretty well for our first MoonWalk and we’re definitely planning to do another next year and get some more of our colleagues involved,” she added.
I’m delighted that ward 14 has been named “Team of the Year”

Jan Roberts, chief nurse for orthopaedics

PARTNERSHIP IN PRACTICE: runner up – Spartan Smilers

BEST SERVICE REDESIGN: runner up – Edinburgh’s intensive home treatment

LEFT, EFFECTIVE COMMUNICATIONS BETWEEN STAFF AND PATIENTS: runner up – St John’s Hospital patient forum

SECONd RIGHT: volunteer of the year runner up – David Tomlins

INNOVATION IN HEALTHCARE: runner up – Lisa Stuart

PARTNERSHIP IN PRACTICE: runners up – Polish best buddies team

STAFF MEMBER OF THE YEAR

WWW.NHSLOTHIAN.SCOT.NHS.UK
"INSPIRING and truly amazing" was how chief executive Professor James Barbour described the work that goes on across NHS Lothian every day of the year.

The outstanding achievements of individual staff members and teams from a diverse range of health services and sites were recognised at the Celebrating Success Awards at Edinburgh’s Corn Exchange at the end of September.

The glittering event, hosted by TV personality Grant Stott, and attended by Professor Barbour, NHS Lothian chairman Dr Charles Winstanley and other executives, recognised the work that goes on at NHS Lothian every day.

The awards, which are made in 10 categories, attracted almost 200 entries this year. And every single name on the short list is a hero in our eyes. In this competition, there are no losers.

Professor Barbour said: "So many of our staff regularly go that ‘extra mile’ to benefit patients, their colleagues, and local healthcare services.

"Each one of them deserves special praise for their consistent dedication and hard work which sustains our service. We know our staff are outstanding – and they have the awards to prove it!"
ambition to be recognised as a world leader in the quality of health services we provide for patients.”

Charge nurse Fiona Taylor was delighted when she was named staff member of the year. “When my name was called out I was very surprised.” The judges said Fiona had received the most nominations any individual had ever received and added: “You don’t get nominated that many times without being exceptional.”

Fiona added: “It was really nice to be thought of in that way. It’s really lovely.”

Jan Roberts, chief nurse for orthopaedics at NHS Lothian, who nominated the ward 14 team said: “Over the past two years, I’ve noticed real improvements on the ward in terms of patient care, infection control and other staff processes. They have a fantastic sense of team spirit and that’s what made me nominate them.

“I’m delighted that ward 14 has been named “Team of the Year” and I’m confident that their hard work and dedication will continue to go from strength to strength.”

And the winners are…

<table>
<thead>
<tr>
<th>CATEGORY</th>
<th>WINNER</th>
<th>RUNNERS UP</th>
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<td>Improving Patient Access</td>
<td>Paediatric audiology team</td>
<td>Working health service Lothian c:card harm reduction team</td>
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<tr>
<td>Best Service Redesign</td>
<td>Pharmacy team, Royal Infirmary of Edinburgh</td>
<td>Maternity 1st appointment – centralised booking system</td>
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<td>Effective Communications</td>
<td>The Orchard Clinic multi-professional team</td>
<td>St John’s Hospital patient forum Post diagnostic support and education group for people with a diagnosis of dementia</td>
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<td>Innovation in Healthcare</td>
<td>Amanda Jones, Staff physiotherapy service</td>
<td>Team 65, targeted early assessment and management of patients aged 65 and over</td>
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<td></td>
<td>Lisa Stewart, falls co-ordinator, Edinburgh CHP</td>
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<tr>
<td>Leadership in Practice</td>
<td>LEAP (Lothians &amp; Edinburgh Abstinence Programme)</td>
<td>Telphant Smilers, community dental service, Craigroyston Health Centre Polish best buddies team, North West Edinburgh, Pennywell Resource Centre</td>
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<td>Equality in Lothian</td>
<td>Keep well team, Edinburgh access practice</td>
<td>Shena Boyle, clinical nurse specialist, RIDU, Western General Hospital</td>
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<td>Heart manual DVD Team</td>
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<td>Volunteer of the Year</td>
<td>Margaret Ritchie, ward 2, Charles Bell Pavilion, Astley Ainslie Hospital</td>
<td>David Tomlins, LEAP (Lothians &amp; Edinburgh Abstinence Programme) Thea McMillan, volunteer member of Family Council, Royal Hospital for Sick Children</td>
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<tr>
<td>Staff Member of the Year</td>
<td>Fiona Taylor, charge nurse, oncology, ward 2, Western General Hospital</td>
<td>Helen Veitch, hospital play Specialist, paediatric haematology and oncology, ward 2, Royal Hospital for Sick Children Shanne McNamara, neuro-oncology clinical nurse specialist, Edinburgh centre for neuro-oncology, Western General Hospital</td>
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<tr>
<td>Team of the Year</td>
<td>Ward 14, St John’s Hospital</td>
<td>West Lothian community rehabilitation and brain injury service (CRABIS) Pulmonary rehabilitation team, Edinburgh community health partnership (CHP)</td>
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Member of the Year: Thea McMillan
“Each one of them deserves special praise for their consistent dedication and hard work which sustains our ambition to be recognised as a world leader”

Professor James Barbour