Welcome!
...to the second edition of Health link – keeping you updated on news about healthcare in your local community. Let us know what you want to see in the next edition by e-mailing us at lothian.communications@nhs.net or giving us a call on 0131 536 9315.

Funding announced for new Gullane Surgery

PATIENTS in Gullane are to benefit from a new state-of-the-art GP surgery.

The new health centre has been given the green light following a funding announcement by the Scottish Government.

Gullane Surgery in East Lothian will be replaced as part of the funding, at a cost of £2 million, providing five consulting rooms, one GP trainee consulting room and two treatment rooms.

Gerry Power, general manager, East Lothian Community Health Partnership, said: “We are delighted about this additional funding to improve local services for people in East Lothian by providing a new Gullane Surgery.”

Strategy for Older People will shape services in East Lothian over the next 12 years

HEALTH and social care for the elderly is to undergo a major development across East Lothian with the launch of a new public consultation.

Locals are being urged to have their say on an action plan to transform these essential services.

The joint Strategy for Older People is designed to shape the future of health and social care over the next 12 years to change the way services are delivered.

It has been unveiled to give people living in the area a chance to put forward their views on the existing framework and the proposed changes.

The exciting new plans will enable older people to stay in their own homes for longer with improved support.

As the population of older people continues to grow, it is important to provide health and social care services which allow people to be supported and cared for primarily in the local community.

Gerry Power, general manager, East Lothian Community Health Partnership, said change was required to meet the needs of the ageing population.

“As the population of older people continues to grow, it is important to provide health and social care services which allow people to be supported and cared for primarily in the local community.”

The strategy has been formulated over the last two years with the elderly, their family and carers at the heart of the plans, with input from service providers including voluntary service partners.

Councillor Ruth Currie, cabinet member for adult social care, East Lothian Council, said their input was essential to ensure success.

She added: “This is an innovative and exciting proposal which places the priorities of older people who use health and social care services firmly at the centre of our decision making.”

“If you want to have your say, or to find out more about the plans, call us on 0131 536 9319 or email katie.mcwilliam@nhslothian.scot.nhs.uk.”

Want to know more about health services in East Lothian?

Contact: Gerry Power, general manager, East Lothian Community Health Partnership, Edenhall Hospital, Edendell Road, Musselburgh EH21 7TZ Phone: 0131 536 0000

INSIDE: Thank you for giving me the gift of life: how NHS Lothian’s transplant team have given a mum of two cause for celebration – p4&5
Compassionate care at the heart of NHS Lothian

Award-winning DVD encourages staff to treat patients with dignity at all times

TWO nurses from NHS Lothian have taken part in an award-winning national campaign to encourage patients to be treated with dignity.

The Royal College of Nursing campaign, called “Dignity – at the heart of everything we do”, was awarded a Gold World award at the prestigious New York Festivals International Film and Video Awards 2009 for a training DVD which was produced as part of the project.

It aims to encourage nursing staff to think about their practice in providing compassionate care to patients.

Stephen Smith, lead nurse for the leadership in compassionate care project, and Richard Mackay, charge nurse of Ward 5B at the Western General Hospital, were involved in the making of the DVD and will help in the roll-out of the campaign across NHS Lothian.

Stephen and Richard both appear on the DVD. Stephen is shown explaining what dignity means to him, and Richard explains how he encourages patients and relatives to give feedback on the care they receive.

Speaking on the DVD, Richard explained: “We have been using emotional touch points to get patients and relatives’ stories. We have various phrases written down such as coming into hospital, visiting times and meal times. We invite the patient or relative to think about how they feel during those times and to pick a word that describes that, both positive and negative. ‘For me as a manager, it is really beneficial to get the whole story from patients and their relatives and share it with the staff. We are hearing both positive and negative feedback and we are learning from this.’

The DVD will be used as part of NHS Lothian and Edinburgh Napier University’s joint leadership in compassionate care project to assist staff to enhance their positive relationships with patients and families.

Stephen Smith, lead nurse for the compassionate care project added: “Dignity is about treating people as individuals and checking out with them how they want to be cared for.”

Dignity is about treating people as individuals and checking out with them how they want to be cared for

Stephen Smith, lead nurse for the leadership in compassionate care project

Wash away those germs

HAND washing is the single most important way in which we can prevent the spread of many types of micro-organisms including colds, flu,ummy bugs and diarrhoea and MRSA.

Hand washing should be part of everyone’s daily routine, especially:

■ before eating or handling food
■ after using the toilet
■ after blowing your nose, coughing or sneezing
■ after touching animals or animal waste
■ after handling rubbish
■ after changing a nappy
■ before and after touching a sick or injured person
■ before and after visiting a hospital ward (remember alcohol-based hand rubs are also provided).

It is vitally important that children are made aware of the importance and benefits of effective hand washing, to ensure that this practice becomes a lifelong habit.

Children are vulnerable to acquiring infections, therefore teaching them to wash their hands properly and regularly will help to reduce childhood illnesses such as conjunctivitis, diarrhoea and food poisoning, thread worm and the common cold.

For further information on the National Hand Hygiene Campaign, please visit www.washyourhandsofthem.com

FOND MEMORIES: visitors to the open days were given a glimpse back through the last 60 years of healthcare in Lothian through a range of displays

60th anniversary open days are a huge success

HUNDREDS of people have flocked to open days to celebrate the 60th anniversary of the NHS.

Open days at the Royal Infirmary of Edinburgh, the Western General Hospital and St John’s Hospital have seen hundreds of visitors eager to learn more about the achievements made in healthcare over the last six decades.

Locals, staff, visitors and patients took part in the fun-filled days to mark the big birthday. Visitors were given the chance to meet staff from all disciplines and view exciting exhibitions to learn more about their healthcare.

They were also given the chance to step back in time for a fascinating glimpse into the health service used by previous generations to see exactly how far it has come. A host of old theatre equipment was on show as well as a parade of uniforms through the ages, medical archives and infection control procedures.

Open day visitors were also able to learn more about blood transfusion, hand washing, volunteering and were even given the opportunity to join NHS Lothian.

Health link is here to stay!

In the last issue, we ran a competition for you to name this newspaper. Thank you to all of you who sent in your suggestions.

We’ve had an overwhelming response from people who like the name Health link and didn’t want us to change it.

Since it’s been so popular, we’ve decided to stick with Health link, but we’re giving the prize for our favourite suggestion to Maggie Mitchell in Edinburgh who came up with NHS Connect. £50 of John Lewis vouchers are on their way to Maggie.
Campaign aims to raise £15 m for new Sick Kids Hospital

Fundraising will help pay for a range of equipment and facilities at the new Little France site

A CAMPAIGN to raise £15 million for the new Royal Hospital for Sick Children in Edinburgh has been launched. The new pyjamas campaign aims to raise £15 million to pay for facilities for patients and their families, medical research, some equipment and training at the new hospital.

The new Royal Hospital for Sick Children will be built beside the Royal Infirmary of Edinburgh at Little France and is due to open by 2012.

It will be separate from, but linked to, the existing Royal Infirmary of Edinburgh, allowing children to benefit from opportunities for collaboration between paediatricians and their colleagues in adult hospital services.

A total of £125 million will be invested in the new hospital by NHS Lothian and the Scottish Government, with additional backing by charities including the new pyjamas campaign.

Professor James Barbour, Chief Executive of NHS Lothian, said: “I believe that we now have a once-in-a-lifetime opportunity to build a children’s hospital which will be a lasting beacon of excellence in the care of children and young people, in Edinburgh, the Lothians and all of Scotland.”

“NHS Lothian, together with the Scottish Government, will be investing £125m in the new hospital and I know this will secure some excellent facilities but the additional support we hope to receive from the new pyjamas campaign will be key in ensuring that it is truly and demonstrably world class.”

Director of the new pyjamas campaign, Elaine McGonigle, knows the pain of having a sick child after her own son Lewis was rushed into the RHSCE, when he was days old and then underwent groundbreaking surgery when he was three-years-old.

And now Elaine is charged with spearheading the campaign to raise £15 million for the new Royal Hospital for Sick Children in Edinburgh.

She said: “It is a cause which is very close to my heart – this hospital saved my son’s life.”

Television presenter and interior designer John Amabile has been unveiled as the campaign’s first celebrity ambassador and a series of events are planned to help raise money for the campaign, including a giant pyjama party, concert and silent disco.

People can get involved in the new pyjamas campaign by joining its new social networking website http://network.newpyjamas.org. The site allows visitors to set up personal profiles and discussion groups and encourages people to get involved in the campaign.

Donations have already started to flood in for the campaign, but Elaine stresses there is still a long way to go.

“The response we have had from people has been fantastic and they are already thinking about what they can do to help the campaign. If anyone would like to help by raising money for the campaign then we’d love to hear from them.”

“The money that we raise will enhance the facilities at the new hospital and help to ensure that the medical expertise and care which is provided continues to be among the best in the world.”

For further information on the campaign, or to make a donation, visit www.newpyjamas.org, email info@newpyjamas.org or telephone 0131 659 7010.

Elaine McGonigle, new pyjamas appeal director

Right care, right time, right place

ACCIDENT and Emergency (A&E) services are for urgent and emergency situations only. But many patients turn up at A&E with conditions and injuries that should be dealt with elsewhere – at a GP surgery, a community pharmacy, or a minor injuries clinic.

Across Lothian, our A&E teams are doing their utmost to make sure patients receive emergency care as fast as possible. And they would be helped - and patients would be treated faster – if people did not have inappropriate appointments at A&E.

NHS Lothian aims to make sure you receive the right care in the right place and at the right time.

For this edition of Health Link, we report on the minor injuries clinic at the Western General Hospital.

MINOR INJURIES CLINIC STILL A MAJOR SUCCESS

The minor injuries clinic at Edinburgh’s Western General Hospital is a practitioner-led service open every day of the year from 8am to 9pm.

Staff in this walk-in clinic provide prompt, expert treatment for a wide range of minor injuries including:

- minor cuts and burns
- infections
- stings
- suspected sprains
- minor scratches and small bone breaks (from shoulder to fingers and knees to toes)

Treatment is provided by specially trained nurse, physiotherapy and paramedic practitioners, who treat adults and children over one year old (although they cannot X-ray or administer medicine for children under 12 years, apart from Calpol).

Over recent years, the clinic has introduced protocols that allow staff to see and treat a wider range of patients, rather than see and refer patients for treatment elsewhere. This has helped in the drive to provide a more effective patient-centred service.

Now in its 15th year, the clinic was the first of its kind in Scotland when it opened in 1994.

In 1995, it treated about 9600 new patients every year. Now that number has more than doubled, with staff treating more than 20,000 patients a year.

Thanks to its success, the clinic has been used as a model for similar clinics that have subsequently opened in Scotland and other parts of the UK.

Remember: the minor injuries clinic is open every day of the year from 8am to 9pm. This is a walk-in service, so no appointment is necessary.

The minor injuries clinic is at the Western General Hospital, Crown Road South, Edinburgh (entry via Porterfield Road).

For more information, call 0131 537 1330/1331.

NHS Lothian achieves cancer milestone

NHS Lothian is the highest performing mainland health board on treating people with cancer quickly according to the latest published figures.

More than 98 per cent of patients began treatment within the 62-day Scottish Government performance target. NHS Lothian’s experts in cancer completed vital tests and began the appropriate specialist treatment for more than 300 people between July and September last year.

Of the 364 people urgently referred during the audit period, 357 started receiving care within 62 days (91.1 per cent).

The figures were published by the Scottish Government and represent a year on year improvement of nearly 10 per cent on the July-September 2007 achievement of 89.5 per cent.

Dr Charles Swainson, medical director, NHS Lothian, said: “This is a fantastic achievement and the multi-disciplinary team at our regional cancer centre should be congratulated for their hard work in delivering swift high-quality care for our patients.”

“While these figures refer to last year, we know we’re delivering a consistently high level of performance and are working to make treatment even faster in future.”

NHS Lothian moved last year to support staff in cancer services through investment in a number of new key roles, including three new posts for doctors, seven new nurse roles and additional administration staff.

Improvements in access to scanning technology – suggested by staff themselves through NHS Lothian’s Lean in Lothian programme – were also put in place to deliver faster treatment.

PREFER A DIFFERENT FORMAT?

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New stem cell surgery offers hope to patients with corneal blindness

A REVOLUTIONARY new treatment which could potentially restore vision to patients with corneal blindness is being trialled in NHS Lothian.

The new clinical trial is funded jointly by the UK Stem Cell Foundation and Scottish Enterprise in partnership with the Chief Scientist Office. It could restore sight to patients suffering from corneal blindness by using innovative stem cell transplantation.

Doctors will carry out a clinical trial of around 20 patients who suffer from the pain and sight loss associated with corneal blindness. The surgical treatment involves the transplantation of limbal stem cells to replace diseased cells in the eye of a patient with chronic corneal disease.

The cells are removed from a deceased donor and grown or cultured in a controlled environment before being transplanted onto the surface of the cornea. The study is being headed by Professor Bal Dhillon at the Princess Alexandra Eye Pavilion in Edinburgh.

Professor Dhillon, consultant ophthalmic surgeon at NHS Lothian, said: “This study is the first of its kind in Scotland and it is exciting to be involved in such groundbreaking work.

“Piloting the use of limbal stem cell transplantation is a great landmark in the treatment of patients suffering from corneal blindness.”

The study will explore the use of transplanted limbal stem cells on amniotic membrane as a technique for replenishing the stem cell population and repairing the corneal surface. It will also look at the use of immunosuppressant drugs to help reduce the risk of the patient’s immune system rejecting the transplanted cells. The aim of the study will be to establish a safe transplantation strategy that will constitute a major improvement in patient care.

*If you want to find out more about the trial, please call 0131 536 2643.*

**VISIONARY:** Professor Bal Dhillon is leading the groundbreaking study.

After 10 years, mum Isobel is celebrating being given a new kidney

A MUM who was on the kidney transplant list for almost 10 years received the ultimate Christmas present - the gift of life.

Isobel Urquhart, 45, was airlifted into the Royal Infirmary of Edinburgh (RIE) for the life-changing organ transplant on Christmas Day.

Instead of preparing her Christmas dinner and unwrapping parcels, Isobel was flown by helicopter from her home in Muir of Ord, Ross-shire in a dramatic race against time to begin the delicate surgery.

Isobel, who lives with husband Duncan, 45, son Alexander, 22, and daughter Keri, 16, said: “I have been given my life back. I never thought this moment would come. It is amazing.

“When you first go on the transplant list, you are told to keep a bag packed so that when the call comes through, you can just go. But over the years, my bag was unpacked. I had almost given up hope. But the call did come and it has changed not just my life, but my family’s as well. It is the best present I could ever have been given.”

Isobel was diagnosed with the autoimmune disease lupus in 1992, shortly after she gave birth to her daughter Lorna.
The condition, which attacks its own cells and tissues, was causing considerable damage to Isobel’s kidneys and it became clear she was eventually going to require an organ transplant.

Doctors took the decision early because they knew that it would be almost impossible to find a donor as she had such a rare tissue type and they added her name to the list in 1998.

But by 2003, a match had still not been found and Isobel began the gruelling process of dialysis to clean her blood. She and her family waited for nearly a decade, but as each year passed, their hopes faded – until they received the call.

It came through at 8.30am on 25 December and turned the family’s life upside down. The family lunch was put in the freezer and the parcels cast aside until Isobel returned home.

Isobel said: “I was jumping up and down with joy. My daughter has never known me without an immune system and I doubt I could have stopped thinking about the impact it would have on all of us.

“Then I realised that someone else was having the worst Christmas of their lives. I am so grateful to them for making the decision to donate. It will impact on the lives of so many people.

“I would urge everyone to make that decision for themselves and put their name on the organ donor register. It can make such a real difference.”

Isobel was collected at 10.30am in Dingwall by air ambulance and whisked straight into the RIE where the transplant team were waiting. By 6.45pm she was in theatre with NHS Lothian consultant surgeon Lorna Marson.

It took just two-and-a-half hours to perform the operation and give Isobel a second chance of life.

Lorna said: “I had met Isobel at a clinic I was taking in Inverness some time ago and I was very moved because she had been on the list for so long. I was on-call on Christmas Day. It was an absolutely amazing moment for me and the theatre staff.”

Lorna Marson said: “The team at the RIE are the only centre in Scotland to do liver and pancreas transplants, and one of only two centres in Scotland, along with Glasgow, to offer kidney transplants.

In 2008, the team at the RIE carried out its 100th pancreas transplant on Stephen Proctor, a patient from Northern Ireland. In November 2007, the team performed part of the UK’s first paired kidney transplant. Surgeons removed a healthy kidney from Wilma Kinniburgh and donated it to a patient in Cambridge. The partner of that patient donated a healthy kidney which was then transplanted into Wilma’s husband Jim.

Last year, newlyweds Jennifer and Daniel Foster became the first Scottish patients to undergo a liver operation when Jennifer donated part of her liver to Daniel.

Surgeons at the RIE recently became the first in Scotland to carry out a pancreatic islet transplantation surgery.
FOR GIVING T OF LIFE...

Christmas Day, so when the call came through and I was told the name of the recipient, I was thrilled.
"This will turn Isobel’s and her family’s life around and the future looks great."
Isobel will continue to be monitored at Raigmore Hospital in Inverness, but her family are already planning their own special Christmas and their future together.
Keri said: “I am so happy for my mum. It will change everything for all of us and it means that we will be able to go on our first holiday together.”

How to become an organ donor
JOIN the NHS Organ Donor Register to give someone else the gift of life. There is a desperate need for more people to donate their organs after their death – last year over 400 people died while waiting for a transplant.
Don’t presume that your family will know your wishes – join the register and discuss your wishes with them so that they know what to do when the time comes.

To join the Organ Donor Register, log on to www.organdonation.nhs.uk, call the Organ Donor Register line on 0845 60 60 400, or text the word ‘GIVE’ to 84118.

TOP JOB: John Forsythe is new lead clinician for organ transplantation
A LOTHIAN surgeon has been named as Scotland’s leading clinician for organ transplantation.
John Forsythe, clinical director of the transplant unit at the Royal Infirmary of Edinburgh has been awarded the top job by Nicola Sturgeon, cabinet secretary for health and wellbeing.
His appointment as lead clinician for organ transplantation and donation in Scotland is in recognition of the pioneering work John has done in the field of transplant.
John heads up the transplant unit at the Royal Infirmary of Edinburgh and is also chairman of the Scottish Transplant Group, and a board member of NHS Blood & Transplant, the authority which runs transplantation in the United Kingdom.
He said: “A huge amount of work has been carried out in the last few years in order to help those many patients who are waiting for a life-saving transplant. Much more needs to be done in order to carry out the recommendations of the Organ Donor Taskforce which represent a major change in the way organ donation and transplantation is organised.
“I am honoured to take up this new post which will allow me to take forward the work already done along with many colleagues from across NHSScotland.”
Dr Charles Winstanley, chairman, NHS Lothian, said: “This appointment is a reflection on John’s commitment and dedication to the field of organ transplantation and organ donation over many years.
“We are delighted that his work has been recognised in this way and that he has been acknowledged as a leading surgeon in his field.”

“Top recommendation of a post that will allow me to take forward the work already done along with many colleagues from across NHSScotland.”
John Forsythe, transplant surgeon
Manage diabetes online

PATIENTS with diabetes from across Lothian can now manage their condition online with the launch of a new customised website.

Patients are able to access information on managing their condition, clinics and emergency contact numbers. Information on diet and exercise, the types of treatment available and advice for patients and carers are also provided.

Visitors can also link from the site into the new interactive “My Diabetes My Way” Scottish website, which offers support to patients and carers through games, educational tools, videos and online leaflets. It encourages patients to find out more about diabetes and how it can affect their own body and lifestyle.

Dr John McKnight, lead clinician for diabetes, NHS Lothian, said: “Education and information for patients with diabetes, NHS Lothian, said: “Education and information for patients with diabetes and their carers is important to enable patients to look after their diabetes and their carers is important to enable patients to look after their diabetes and remain healthy.”

Patients can also access information on the diabetes retinopathy screening programme.

Self-referral forms for podiatry services can be downloaded online as patients with diabetes are at an increased risk of developing foot ulcers.

Visitors to the site can find out more about the diabetes buddy service, where patients are paired with a trained volunteer who either has diabetes, or is caring for a partner, parent or child with the condition.

Their role is to share the problems or concerns of other patients who are living with diabetes.

To view the website, go to www.nhslothian.scot.nhs.uk/diabetes

Data security campaign wins top awards

NHS Lothian’s data security campaign has won three top communications awards.

As part of the campaign, a data amnesty saw dozens of data storage devices handed in, and new encrypted memory sticks, which prevent unauthorised use, were handed out to staff.

The data security campaign was launched when a member of staff lost a USB memory stick containing details of 137 patients.

NHS Lothian launched the campaign, which consisted of posters, leaflets and roadshows, to raise awareness among staff of the importance of protecting patient confidentiality.

To view the website, go to www.nhslothian.scot.nhs.uk/diabetes

HAVE YOUR SAY ON OUR MATERNITY SERVICES

DO you want to have your say on our maternity services? NHS Lothian has launched a public consultation on proposals to improve maternity services. We want to build on what we already have and create a high-quality service for now and for the future.

This consultation gives you the chance to have your say. The public consultation finishes on 30 April, so let us have your comments by then. We are reviewing our maternity services because many more babies are being born in Lothian now than a few years ago and the number is expected to stay at this high level.

There are more complex births, due to rising Caesarean section rates, an increase in mothers aged over 35 and more mothers with risks such as being overweight.

WHAT WE PROPOSE:

- building a birthing centre next to the Simpson maternity unit at Little France, Edinburgh. This will be run by midwives and be used by women who are expected to have low-risk deliveries
- improved accommodation and facilities at the maternity unit at St John’s Hospital in Lothian
- strengthening the midwifery teams to provide a better service during pregnancy and after the birth, particularly for vulnerable women and those from deprived areas.

WHAT HAPPENS NEXT?
If you have views on any of these issues, or if there is anything else about maternity services which you would like to raise, please let us know.

You can contact us in the following ways:

- by writing to NHS Lothian, Deaconess House, 148 Pleasance, Edinburgh EH8 9RS
- by telephoning: 0131 536 9447
- by e-mailing: john.thomas@nhslothian.scot.nhs.uk

MUM’S THE WORD: NHS Lothian is seeking the public’s views on proposals to improve its maternity services
Cool idea to help newborn babies

EXPERTS in NHS Lothian are pioneering a revolutionary new “cooling jacket” to prevent newborns suffering brain damage.

The Royal Infirmary of Edinburgh (RIE) has become the first in Scotland to introduce the ground-breaking new technology that can actually prevent some babies developing epilepsy, learning difficulties and cerebral palsy.

One newborn baby boy has already been treated with the amazing technique, which induces a state of mild hypothermia by reducing the body temperature by about three degrees.

The jacket is designed to prevent babies who have suffered a lack of oxygen during birth from developing long-term brain damage.

Julie-Clare Becher, consultant neonatologist NHS Lothian, said it was the biggest breakthrough in the field for 40 years. She said: “It goes against all of the modern thinking which says newborns must be kept warm, but this is amazingly effective.

“For the last 40 years, we have been trying to find something that would stop the continuing damage from occurring in the brain and now we have it.

“This will not save lives, but it will improve the outcome of some babies who would have gone on to have serious brain damage.”

Tots who have suffered a lack of oxygen, caused by a variety of problems including a difficult labour or problems with the umbilical cord, can now be assessed by medics and instantly referred for cooling to prevent later damage.

It stops a series of complicated chemical reactions in the brain from taking place which go on to cause cell damage and a variety of development problems.

The new technology was rolled out in NHS Lothian in December following extensive multi-national studies, research and training.

It is estimated that between eight and 10 babies will now undergo cooling in NHS Lothian every year. No other health board in Scotland is using the cooling jackets, which were donated by the Simpsons Special Care Babies (SSCB) charity, dedicated to supporting the care of premature or sick newborn babies and their parents.

Gill Mitchell, secretary of SSCB, said: “NSCB is all about giving something back. A lot of our members have had a baby in the neonatal unit or may have known a child treated there.

“Parents and friends want to do something tangible to thank staff and make sure that state-of-the-art equipment is available in the unit to help other families in a similar situation.”

MEDICAL BREAKTHROUGH: the revolutionary cooling jacket can help prevent long-term brain damage in babies who have suffered a lack of oxygen during birth

Making healthcare even safer

SOME of NHS Lothian’s most senior staff have been going back to the wards as part of a new drive to improve patient safety.

So-called “executive walkrounds” are one of a number of tools used in the Scottish Patient Safety Programme.

This is where a number of NHS Lothian directors tour a specific clinical area or ward. These visits give staff the opportunity to discuss what happens on their ward. They also give senior staff and directors greater insight into issues at ward level.

Dr Charles Swainson, medical director, NHS Lothian, said: “While we have good reporting systems in place, these walkrounds enable directors to see and hear directly about the issues faced by frontline staff on a daily basis.

“We can then discuss whatever has been raised, identify solutions and see how the solutions are put in place.”

There have been 35 formal walkround tours – one a week – since the programme started last year.

While modern medicine is safe, it is complex. New technologies are saving lives, but also introducing new challenges in ensuring patient safety. The Scottish Patient Safety Programme wants to minimise the number of situations where well-intentioned medical interventions have made things worse for patients.

These situations are known as “adverse events”, where some part – however small – of a complex care plan for a patient does not happen in the way it was intended.

Many of these events do not harm patients, but have the potential to do so, and it is crucial that each incident is studied to minimise the risk of its recurrence.

Dr. Swainson said: “This programme is about understanding the issues faced by frontline staff and making them aware of solutions.

“We are going to review all of the problems that have been raised, identify solutions and see how the solutions are put in place.”

Improvements to vasectomy services across Lothian

VASECTOMY services across Lothian have been changed recently to provide a more locally based service. The operation can be offered under local anaesthetic in the following locations:

■ Roodlands Hospital, Haddington, East Lothian
■ Leith Community Treatment Centre, Edinburgh
■ Conran Doyle Medical Centre, Edinburgh
■ Family Planning Clinic, Dean Terrace, Edinburgh
■ St John’s Hospital, West Lothian.

Men can be referred by their GP for surgery will be arranged for as soon as possible.

“Parents and friends want to do something tangible to thank staff!”

Gill Mitchell

Vaccine helps young girls beat cervical cancer

ARE you a young woman between 16 or 18, or is your daughter in this age group?

NHS Lothian is currently running a catch-up campaign to offer the first ever vaccine against cervical cancer.

If you have left school recently and will be under 19 on 8 June, you will be offered the vaccine on a catch-up basis. To find out more information and make an appointment to receive your vaccine, please contact one of the below clinics.

More information is available at www.fightcervicalcancer.org.uk or phone free on 0800 22 44 88 or textphone 18001 22 44 88.
Volunteering is an excellent way to help create a positive patient experience.

As a volunteer and a member of NHS Lothian’s Patient and Public Partnership Network, Iain Law knows the importance of getting involved with the health service. “It gives you the opportunity to improve the health service from the patient’s point of view,” said Iain. “I have had an excellent experience and I am more than happy to put something back in.”

Iain Law, 52, from Musselburgh, East Lothian, volunteers for two days each week in the Patient Information Centre at the Royal Infirmary of Edinburgh, and is also a member of the Patient and Public Partnership Network.

Iain has type one diabetes and has nothing but praise for the treatment he has received from NHS Lothian over the years. He became involved with the health service so that he could help others to have the same positive experience.

He started as a visitor liaison volunteer in the intensive care ward at the Royal Infirmary, where he helped to make visitors more comfortable and liaised with staff to pass on information to patients’ families.

Now volunteering in the patient information centre at the Royal Infirmary of Edinburgh, Iain offers help and advice to patients, staff and visitors to the hospital. He gives out information on services available in the hospital, and lets people know where support is available for them if they need it.

Iain is also an active member of the Patient and Public Partnership Network, which meets once a month, and gives patient representatives the opportunity to have their say on hospital services.

For example, the group gave input for the redesign of staff uniforms by highlighting concerns about not being able to differentiate people’s roles from their current uniforms.

Iain knows how important it is for patients to be more involved in the NHS. He said: “For you to find out more about the treatment and service you are receiving it has to be driven by you. One of the best ways for the NHS to continue to improve is to drive it from the patient’s point of view.”

“One of the best ways for the NHS to continue to improve is to drive it from the patient’s point of view.” Iain Law

“Iain is happy to help.”

CAN I HELP? Iain Law works as a hospital volunteer

RESIDENTS in East Lothian were given the chance to find out more about health services in Lothian when the NHS Lothian board meeting took place in North Berwick.

The meeting was open to members of the public to hear more about health services in Lothian.

Charles Winstanley, chairman, NHS Lothian, said: “Our board meetings are open to the public and we have made a commitment to hold these meetings in different parts of Lothian to give communities the opportunity to hear more about the many healthcare developments which are under way in the area.

“Members of the public were also given the opportunity to put questions to the CHP’s general manager and clinical director during an open session on developments and health services from East Lothian Community Health Partnership (CHP).”

Gerry Power, general manager of East Lothian Community Health Partnership, NHS Lothian, said: “Holding the board meeting in East Lothian provided another opportunity for people to find out more about the latest healthcare services.

“We gave a presentation providing details on some of our forthcoming developments such as Musselburgh Primary Care Centre and the planned, new East Lothian Community Hospital.”

To become a volunteer, contact Diane Lockhart on diane.lockhart@luht.scot.nhs.uk or by calling 0131 242 3385.

If you want to get involved in the Patient and Public Partnership Forum for East Lothian, contact Lynda McCraw at Lynda.mccraw@nhslothian.scot.nhs.uk or by calling 0131 536 8198.

To get involved in the Patient and Public Partnership Network (covering the Royal Infirmary of Edinburgh, Western General Hospital, Liberton Hospital, Princess Alexandra Eye Pavilion and the Royal Victoria Hospital), contact Pat Straw at pat.straw@luht.scot.nhs.uk or on 0131 242 3385.

WANT to tone up in time for summer? We’ve teamed up with SportPlus to offer three lucky readers a family swim voucher. With five swimming pools in East Lothian to choose from, it’s a great way to kick start your exercise regime. The vouchers will admit a family of four (minimum of two children) for one swimming session.

To be in with a chance of winning this prize, simply tell us which word or phrase from the list is missing from the word search.

Alcohol
gel
Bugs
Clean

Fingers
Hygiene
Hand washing

Lather
Nails
Rinse

Soap
Water
Germs

The missing word is

Name

Address

Contact telephone number

Send your answer to Communications department, NHS Lothian, 148 Pleasance, Deaconess House, Edinburgh EH3 9RS by Friday 1 May 2009. The first three correct entries drawn out of the hat will win.

The winners of the three family swim passes in the last issue were Maureen Hope, James Curran and Elizabeth Hope. Well done to all our winners!