

PULSE

For the people in NHS Lanarkshire and health and social care partnerships

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June 2022

Latest discounts from NHS Staff Benefits

June 1, 2022

Categories: Pulse, Pulse - For You

Tags: NHS Staff Benefits, staff discounts, staff offers



Save £££s on some great deals both in-store and online, all especially negotiated for NHS staff. To find out more, or sign up to receive all the latest discounts, visit: www.nhsstaffbenefits.co.uk

Here are some of the latest deals from some fantastic brands.

- **15 per cent off best available B&B rates at Glasgow Grosvenor Hotel**

The historic Glasgow Grosvenor Hotel – located in Glasgow’s leafy west end and overlooking the Botanic Gardens – offers guests the chance to splurge in the local boutique shops or indulge in the many award winning restaurants and bars, and awake on the doorstep of the city’s iconic sights.

The extremely popular steakhouse, Bo`Vine Meats & Wines, is a local favourite for an indulgent meal and the award-winning speciality gin bar, beGIN, offers the chance to sample Scotland’s favourite new tittle and delicious cocktails.

NHS staff are being offered 15 per cent off Sunday-Thursday B&B bookings.

To secure the discount, click on the link where the discount will be automatically applied.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/15-off-best-available-bb-rates-at-the-glasgow-grosvenor-hotel>

- **Get £15 off your first four boxes from HelloFresh**

HelloFresh make it easy for you to cook great tasting dinners from scratch every time.

HelloFresh is offering NHS staff benefits members £15 off your first four boxes.

To redeem the offer, simply use the exclusive offer code when placing your first order.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/get-15-off-your-first-4-boxes-from-hellofresh>

- **30 per cent discount off all flowers and gifts from Roses & Cushions**

Roses & Cushions provide nationwide delivery of fresh flower bouquets and gifts, all prepared by hand and sent with personalised gift messages on the desired delivery date.

Roses & Cushions are offering NHS Staff Benefits members 30 per cent off a range of fresh flower bouquets, gifts, candles, sweet treats and more.

To access the offer, copy the exclusive discount code and visit the Roses & Cushions online store.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/30-discount-off-all-flowers-and-gifts>

Don't want to miss new NHS exclusive deals, limited time offers or competitions? Make sure you are signed up to the NHS Staff Benefits newsletter and follow on Instagram and Facebook. Here, you will find all the new deals – so while you are browsing your feed or watching stories, you can stay in the know about the best of NHS Staff Benefits.

Follow on Instagram at <https://www.instagram.com/nhsstaffbenefits/> or visit Facebook at <https://www.facebook.com/NHSSB/>

Weekly message from Heather Knox, NHS Lanarkshire chief executive

June 1, 2022

Categories: Pulse, Pulse - General News

Tags: Chief Executive, weekly message



In this week's staff message, Heather begins by encouraging the current cohort of staff to complete their iMatter survey. Staff are asked to complete their questionnaire by email or in paper format by 6 June.

Heather ends by speaking about two Lanarkshire school students who have been offered a summer scholarship to Harvard University in the USA thanks to a partnership programme involving NHS Lanarkshire.

The video can be accessed on Vimeo and YouTube using the links below:

Vimeo – <https://vimeo.com/715986059>

YouTube – https://youtu.be/e9cnYoc_oE8

Please note, there is a slight deterioration in the video due to connection issues at the time of recording.

Staff within acute directorate invited to take part in iMatter

June 6, 2022

Categories: Pulse, Pulse - Spotlight

Tags: acute directorate, iMatter, staff questionnaire, staff survey



Teams within the acute directorate have received their iMatter questionnaires and are being asked to complete them by 20 June.

The iMatter continuous improvement model has been designed with the input of staff throughout NHS Scotland to help individuals, teams and health boards understand and improve staff experience – the extent to which employees feel motivated, supported and cared for at work.

iMatter puts the focus at team level – each one has their own iMatter team report.

Staff can take just 10 minutes out of their day to fill in their questionnaire, completed anonymously.

The completed questionnaires will then be processed by an external company making it totally confidential.

Judith Park, director of acute services, said: “NHS Lanarkshire recognises the importance of effective employee engagement. Staff who feel engaged, involved and valued provide a strong workforce, which is essential to improve healthcare services.

“To understand the levels of satisfaction of our staff – particularly given the pressures they have been under over the last two years during the Covid pandemic – we can share the best of what we do and help areas where a bit more support may be required. This helps promote openness and transparency in our teams about staff experience at work and, over time, supports each team’s development. It recognises that there is already a lot that is good about our teams and our workplace, but we should always be looking to learn and improve.”

Completing the questionnaire – online, on paper or by SMS (text message) – allows staff the chance to give feedback on, and be involved in, influencing change and improvement in their workplace.

Evidence shows that the better the experience of staff at work, the better the experience of patients and their families.

iMatter is designed to help line managers understand what it is like for their staff as an individual at work, in their teams and in NHS Lanarkshire.

Please take the time to fill in the iMatter questionnaire by 20 June. If you are in the group above and have not received your questionnaire, please speak to your line manager.

Want to know more about iMatter?

Visit the iMatter page on FirstPort at:

<http://firstport2/resources/programmes-projects/imatter/default.aspx>

Pulse competition winner

June 7, 2022

Categories: Pulse, Pulse - For You

Tags: Dakota Hotel, Lee Ann Reilly, pulse competition



Congratulations goes to Lee Ann Reilly, charge nurse, Sinclair integrated day service/community mental health team, Glendoe Building, Coathill Hospital, who was the winner of the May Pulse competition. Lee Ann's correct entries win her an overnight stay for two with bed and breakfast at Dakota Eurocentral.

On winning, Lee Ann said: "I decided to enter the competition as I enjoy reading about previous competition winners. I never thought I would have won but it goes to show you've got to be in it to win it.

"I think since the Pulse has gone online it's much more accessible for us all and in the past two years it is something which unites us. I especially enjoyed the features on mental well-being, as working in this field I am aware of how the pandemic has affected everybody and we need to look after ourselves too, not just the people we look after."



Shared ambitions of local communities captured in animation

June 7, 2022

Categories: Pulse, Pulse - General News

Tags: animation, strategic commissioning plan



Shared ambitions for health and social care – expressed by South Lanarkshire communities – have been brought to life in a [two-minute animation](#).

South Lanarkshire integration joint board’s strategic commissioning plan 2022-2025 sets out the priorities for health and care delivery. The document has been developed with – and to meet the ambitions of – local communities. It also recognises the ongoing dedication of health and social care staff as well as partners.

The finalised document is now available to members of the public in hard copy and digital format – with a two-minute clip summarising its essence.

“The plan is based on empathy, aspires to empower and has an ambition to elevate” said Soumen Sengupta, director of health and social care. “In terms of empathy, we’ve taken time to listen and understand when devising the document. Hard-won lessons and real-life experience of the last two years have been harnessed to frame this approach. We know – and we get – recent times have been exceptionally difficult.

“The plan sets out how we will continue to support our communities and our people, while we keep moving forward and creating stability by doing things differently. We’ll build on what’s strong, not what’s wrong or simply falling back to what we did before.”

Mr Sengupta continued: “The plan is also designed to empower. The quality of our relationships is fundamental.

“We plan to empower staff and partners to work together – working across boundaries to strengthen and develop approaches – so we can collectively flourish.

“Finally” said Mr Sengupta, “The plan is rooted in an ambition to elevate.

“Recent times have shown our partnership can innovate at meteoric pace. In conversations to shape our plan we were challenged to build on that – and cast off nostalgia for traditional models of care. Our ambition is to meet these aspirations with bold and stellar solutions.”

Lesley McDonald, integration joint board chair, said: “Over and above these three simple elements, a constant of our future directions is the continued expertise, compassion and focus of our staff and partners supporting the health and wellbeing of people in South Lanarkshire

“We are also focussed on ensuring our supports and services meet the needs of all diverse groups and communities – fairly.”

The plan identifies three key priorities which will shape the delivery of health and social care over the next three years and beyond.

These are:

- Ensuring that early intervention, prevention and addressing inequalities are much more prominent across all service areas.
- Increasing access to a greater variety of activities and supports that address mental health and addictions.
- Sustaining and improving day-to-day health and social care services, ensuring all services are working at their best and are accessible to our diverse communities.

The plan, which was approved in March by South Lanarkshire’s integration joint board, was informed by rich evidence and insights from a range of sources – including a comprehensive and in-depth public engagement process.

The full plan is available to view at:

https://www.slhscp.org.uk/downloads/download/72/strategic_commissioning_plan_225

To request a hard copy, email Colette.Brown@southlanarkshire.gov.uk or telephone 01698 453447.

The summary animation is available to view at: <https://vimeo.com/689689109/cb5228bd69>.

A short animation that explains the process is available at: <https://vimeo.com/690537456>

New animation explains how the discharge without delay programme is based on communication, coordination and compassion

June 8, 2022

Categories: Pulse, Pulse - General News

Tags: animation, delay without discharge



A new animation has been launched to explain the essence of a programme based on communication, coordination and compassion.

Lanarkshire has been one of four national 'pathfinder sites' for the discharge without delay (DwD) programme. That means work being pioneered locally is being used to inform and shape the now nationwide approach to help prevent delays and reduce length of stay in hospital.

The short animated clip provides a clear overview of what the programme is, why we are doing it and how it is based on a rich tradition of partnership working.

New series of Tiny Lives

June 8, 2022

Categories: Pulse, Pulse - Spotlight

Tags: neonatal unit, Tiny Lives, University Hospital Wishaw



Next Monday (13 June) the first episode of the second series of Tiny Lives will air on BBC1 at 8.30pm.

The second series shows the remarkable work of the staff in University Hospital Wishaw's neonatal unit and their tireless efforts to care and treat the most vulnerable babies.

Episode one follows the story of baby Alfie who was born at 27 weeks. To watch a trailer of episode one visit: <https://www.bbc.co.uk/programmes/m0018d9y>.

Support services at University Hospital Wishaw to be provided in-house

June 9, 2022

Categories: Pulse, Pulse - General News



NHS Lanarkshire have made arrangements to provide a range of contracted support services at University Hospital Wishaw in-house.

NHS Lanarkshire is delighted to announce that they have reached an agreement in principle with the private financial initiative provider Summit Healthcare Limited and the current support service contractor Serco Group PLC.

The affected services are catering, cleaning, portering, patient laundry, switchboard and security. They will transfer from Serco to NHS Lanarkshire later this year in return for an agreed level of compensation.

Colin Lauder, NHS Lanarkshire director of planning, property and performance, said: “We are delighted to announce that these services will be provided by an in-house team at University Hospital Wishaw.

“This is part of our long-term strategic aim and NHS Lanarkshire’s board commitment to bring staff providing these service back in-house as part of our strategic aim. To have these services delivered by directly employed staff is in line with the Scottish Government policy since 2008 to seek to provide services in-house where the opportunity exists to do so.

“The approximately 400 existing staff who deliver these essential support services will transfer under the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) to direct employment with NHS Lanarkshire.

“Building maintenance will continue to be provided by Serco.

“NHS Lanarkshire, Summit and Serco will now work through the legal and operational process of implementing the TUPE transfer to ensure that the employment rights of all staff affected are protected.

“Consultation with staff affected and their trade union representatives will begin immediately, though the transfer process is likely to take until the autumn to complete.

“NHS Lanarkshire would like stress that this transfer of responsibility is not a reflection on the quality of the patient-focused service provided by Serco over the past 22 years and, in particular, the last two years of the pandemic and wish to thank both Summit and Serco for their active participation in this process.”

Lilian Macer, NHS Lanarkshire employee director, said: “We have a strong desire to see these services provided by an in-house team. Ensuring these services are delivered by directly employed staff is a really positive move.

“I fully support the strategic direction which seeks to promote well-being and tackle inequalities for our local population, the staff, as well as delivering the very best healthcare possible through an integrated NHS team.”

Petra Moss, managing director of Serco’s health business, said: “At Serco we are proud to have delivered the catering, cleaning, portering, patient laundry, switchboard and security services at University Hospital Wishaw for the past 22 years.

“As NHS Lanarkshire stress this transfer is not a reflection of the patient-focused services provided by the Serco team and I would like to thank our colleagues for all their hard work and dedication, especially during the last two years of the pandemic.

“We look forward to continuing our relationship with NHS Lanarkshire as Serco continues to deliver building maintenance services at the hospital.”

Further updates will be provided as the transfer process continues into the summer.

Weekly staff message

June 9, 2022

Categories: Pulse, Pulse - General News



As Heather is on annual leave, Judith Park, deputy chief executive, gives this week's staff message.

Judith begins by giving an update on the current Covid-19 cases.

Teams within the acute directorate should have received their iMatter survey and Judith encourages them to complete their questionnaire by 20 June.

Tomorrow is national "What Matters To You?" Day. This simple question can have a big impact on care. It helps to ensure that the care we give is in line with patient preferences and is more patient and family-centred.

Judith ends by speaking about the current work on general surgical services.

The video can be accessed on Vimeo and YouTube using the links below:

- Vimeo – <https://vimeo.com/718297602>
- YouTube – <https://youtu.be/iQvxbzng3QU>

Latest discounts from NHS Staff Benefits

June 9, 2022

Categories: Pulse, Pulse - For You

Tags: NHS Staff Benefits, staff discounts, staff offers



Save £££s on some great deals both in-store and online, all especially negotiated for NHS staff. To find out more, or sign up to receive all the latest discounts, visit: www.nhsstaffbenefits.co.uk

Here are some of the latest deals from some fantastic brands.

- **20 per cent off hotel stays at Peebles Hydro**

Peebles Hydro offers a beautiful setting in gardens, in the border town of Peebles. This charming, historic hotel features an indoor swimming pool, a spa, a gym and restaurant.

NHS Staff Benefits members can book a stay in the hotel and receive a 20 per cent discount off the booking.

To access the offer, copy the promotional code and use it at the booking stage. Please note the offer excludes festive and is subject to availability. The rate is also subject to availability and only available for NHS personnel.

For more information, visit: <https://www.nhsstaffbenefits.co.uk/deal/20-off-hotel-stays-at-peebles-hydro-nhs-discount-code>

- **20 per cent NHS discount from Andalou**

Indulge yourself in the ultimate natural skincare experience and say hello to your best, most radiant complexion.

Andalou is offering NHS Staff Benefits members an exclusive 20 per cent discount off all orders.

To secure the discount, simply copy the exclusive voucher code and apply it at the checkout stage when ordering.

For more information, visit: <https://www.nhsstaffbenefits.co.uk/deal/20-nhs-discount-from-andalou>

- **20 per cent NHS discount off all products from Hairburst**

Hairburst products come packed with ingredients that encourage the hair to stay in the growth phase for as long as possible.

Their award-winning vitamins, shampoos, growth and volume serums are all scientifically formulated to deliver an effective blend of essential vitamins and minerals that your hair needs – working from the inside out, from root to tip – promoting length and strength. The results speak for themselves.

Hairburst are offering NHS Staff Benefits members a 20 per cent discount off all products on site.

To secure the discount, simply copy the exclusive voucher code and apply it at the checkout stage when placing your order.

For further information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/20-nhs-discount-off-all-products-from-hairburst>

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Follow on Instagram at <https://www.instagram.com/nhsstaffbenefits/> or visit Facebook at <https://www.facebook.com/NHSSB/>

Independent evaluation recommends further roll-out of DBI across Scotland

June 10, 2022

Categories: Pulse, Pulse - General News

Tags: distress brief intervention



An independent evaluation of a ground-breaking mental health programme recommends its further roll-out across Scotland.

The evaluation looked at the distress brief intervention (DBI) programme, which is hosted by the board on behalf of the Scottish Government.

There are two levels to the programme. Level one sees frontline colleagues in areas such emergency departments, police, ambulance service and primary care trained to ease a person's distress. Where assessed as appropriate, and with the person's agreement, they can then be referred to the DBI level two service, with the promise of support within 24-hours.

Level two is provided by commissioned and trained third sector staff who contact the person within 24-hours of referral and provides problem solving support and wellness and distress management planning.

The evaluation was undertaken by an evaluation consortium of the nursing midwifery and allied health professions research unit at the University of Stirling, ScotCen, the Mental Health Foundation and Glasgow Caledonian University.

Professor Edward Duncan from University of Stirling, who led the multi-agency evaluation consortium, said: "Our evaluation found that DBI has proven to be successful in offering support to a wide range of people in distress.

“The programme’s facilitation of effective and efficient working within, and between, various agencies is particularly commendable and was a key component of its overall success.”

Welcoming the findings, national DBI programme manager Kevin O’Neill, said: “The publication of this evaluation is a significant landmark for DBI. The key independent recommendation that DBI should be further implemented across Scotland offers significant weight in support of the Scottish Government’s existing commitment to embed DBI in all NHS Board areas by March 2024.

“The combination of compassionate response and practical support, which is at the heart of DBI, was found to be central in helping people understand their distress and reduce it.

“I want to thank all colleagues, organisations, partnerships and the DBI community for working together to develop and deliver DBI, while supporting and embracing the independent evaluation.

Professor Rory O’Connor from University of Glasgow’s institute of health and wellbeing, who led the DBI training and intervention development, said: “The findings of the evaluation are very welcome. The distress brief intervention programme is a world’s first; providing immediate, compassionate and practical support to people in distress.

“Ever since its initial implementation, we have heard from countless people in distress as well as from staff working at the frontline that the DBI is making a real difference to people’s lives.

“Therefore, it is incredibly rewarding to see that these early insights are confirmed by the evaluation and we are delighted to continue supporting the programme as it is embedded across Scotland.”

Kevin Stewart, Minister for Mental Wellbeing and Social Care, said: “I am pleased that this independent evaluation is confirming the hugely successful role the distress brief intervention programme plays in providing timely, compassionate support to people in emotional distress.

“I would like to thank all our partners involved in developing and providing this service and I look forward to working together to achieve our target of national coverage by March 2024.”

Picture: Kevin Stewart, Minister for Mental Wellbeing and Social Care

Celebrating the work of carers across South Lanarkshire

June 10, 2022

Categories: Pulse, Pulse - Spotlight

Tags: Carers Week, Lanarkshire Carers



Carers Week takes place 6-12 June. As well as raising awareness of caring, it highlights the challenges carers face and recognises the contribution they make to families and communities.

The theme for Carers Week 2022 is 'Make caring visible, valued and supported'. Director of health and social care, Soumen Sengupta, said: "Our experiences of the last two years have highlighted the critical contribution that carers provide and the need to ensure that their wellbeing is supported as well.

"We are committed to working with our partners at Lanarkshire Carers to ensure that carers across all communities of South Lanarkshire can access a range of services and support.

"An important example of this is self-directed support which offers service users and their carers choice and control. We are working with partners to ensure that more and more people feel informed and confident to take up the option that works best for them.

"On a personal note, Carers Week also provides a timely opportunity for me to express my appreciation to carers throughout South Lanarkshire for the valued contribution that they make."

Chair of South Lanarkshire Council's social work resources committee, councillor Margaret Walker, said: "Carers Week allows us to focus the attention on to the many people who do so much for families and our local communities.

"Of course, this work takes place all year round, but having a week like this gives time to pause, reflect on and celebrate how valued their efforts are."

Lanarkshire Carers is a resource for carers across Lanarkshire to access information, advice and a range of direct support services to support them in their caring roles. They are commissioned by South Lanarkshire Health and Social Care Partnership and Health and Social Care North Lanarkshire to provide adult carer support services to carers living in Lanarkshire.

A range of the activities they have planned for Carers Week can be found on their [website](#).

Deadline for acute staff to complete their iMatter staff survey

June 13, 2022

Categories: Pulse, Pulse - For You

Tags: acute directorate, iMatter, staff questionnaire, staff survey



It is the last week for staff within the acute directorate to complete their iMatter staff experience survey.

Teams within this group have until 20 June to complete their questionnaire.

Completing the questionnaire – online, on paper or by SMS (text messaging) – allows staff the chance to give feedback on, and be involved in, influencing change and improvement in their workplace.

Staff can take just 10 minutes out of their day to fill in their questionnaire, completed anonymously. The completed questionnaires will then be processed by an external company making it totally confidential.

Judith Park, director of acute services, said: “All our staff have been under a tremendous amount of pressure over the last two years and I would encourage teams within the acute directorates to take the time to complete their iMatter questionnaire.

“By doing so, it will help line managers understand what it is like for their staff as an individual at work, in their teams and in NHS Lanarkshire and put in place any support that may be required to enable employees feel motivated, supported and cared for at work.”

Please take the time to fill in your iMatter questionnaire by 20 June. If you are in the group above and have not received your questionnaire, please speak to your line manager.

New series of Tiny Lives airs tonight

June 13, 2022

Categories: Pulse, Pulse - General News

Tags: Tiny Lives



The first episode of the second series of Tiny Lives will air on BBC1 tonight (Monday 13 June) at 8.30pm.

The second series shows the remarkable work of the staff in University Hospital Wishaw's neonatal unit and their tireless efforts to care and treat the most vulnerable babies.

Judith Park, director of acute services, said: "We are delighted to welcome Tiny Lives Two to the television. This is an opportunity to share real-life experiences of parents and their babies during their stay in the maternity unit at University Hospital Wishaw and to celebrate the professionalism, care and compassion of our staff."

Kate Boyle, senior midwife, writes to staff: "This is your time to shine and get the recognition you all absolutely deserve for the wonderful job you do for the babies and families of Lanarkshire."

Episode one follows the story of baby Alfie who was born at 27 weeks. To watch a trailer of episode one visit: <https://www.bbc.co.uk/programmes/p0cc5p0n>

Big thank you for taking part in Quality Week

June 13, 2022

Categories: Pulse, Pulse - Spotlight

Tags: Quality Week



Quality Week 2022 proved to be a real success with almost 700 people taking advantage of the learning and development sessions throughout the week.

Elizabeth Currie, Quality Programme Manager with the Quality Directorate said: “We would like to thank everyone for their participation in Quality Week 2022 and for making it a great experience for everyone involved.

“The level of interest was fantastic, with just under 700 people registering for the live MS Teams development sessions. Topics included staff wellbeing and resilience, safety culture cards, human factors for QI, why civility matters and many more.

“Quality Week also provided a chance for staff to showcase their quality improvement work. Staff at University Hospital Hairmyres completed process mapping and daily safety huddles and University Hospital Monklands teams engaged in local sessions, discussing ideas for QI projects.”

The event took place from Monday 23 to Friday 27 May 2022. If you would like to access the recordings, presentations and links to resources, visit the Quality Directorate Firstport page [here](#).

Discharge without delay: Help and support for a flying start

June 14, 2022

Categories: Pulse, Pulse - General News

Tags: animation, discharge without delay, DwD



A new animation has been launched to highlight the support available to implement a programme based on communication, co-ordination and compassion.

Lanarkshire has been one of four national ‘pathfinder sites’ for the discharge without delay (DwD) programme. That means work being pioneered locally is being used to inform and shape the now nationwide approach to help prevent delays and reduce length of stay in hospital.

Last week, Pulse Online published a short animated clip to provide a clear overview of what the programme is, why we are doing it and how it is based on a rich tradition of partnership working. Read the article at: <https://www.nhslanarkshire.scot.nhs.uk/pulse-new-dwd-animation/>

We know, however, that for health and care staff, we also know times have been challenging. There has not been much time to catch breath and the prospect of change may seem exhausting. We cannot make the challenges of delay go away – but by working together we can exert control and influence over it.

There are several supports in place to support the implementation of the DwD programme – as this new animation shows.

Staff urged to complete Whistleblowing training

June 16, 2022

Categories: Pulse, Pulse - General News

Tags: Whistleblowing



Staff are reminded to complete the TURAS whistleblowing training module to help NHS Lanarkshire create a culture where staff feel safe to raise a concern.

The [National Whistleblowing Standards](#) (referred to as the Standards) were introduced in April 2021 to help staff raise concerns about patient safety or other harm. Within the first year NHS Lanarkshire has dealt with three complaints under the formal process.

NHS Lanarkshire non-exec director and whistleblowing champion Lesley McDonald said: “The whistleblowing standards can be used to improve patient care, safety and experience as well as promoting an open, transparent and supportive working environment.

“We would encourage everyone to complete the first module and all managers to complete the second one. We are determined to develop a culture where staff feel safe to raise a concern and where managers welcome staff doing so.”

Training is available for NHS Lanarkshire managers and staff [here](#).

The modules are set out in three different learning programmes for:

- people who need an overview of the Standards;
- people who are line managers or work in a similar role, who are likely to receive concerns from colleagues in their day-to-day work; and
- senior managers who are involved with not only receiving concerns, but also investigating, responding to, and reporting on whistleblowing concerns to the board.

Lesley added: “Whistleblowing means speaking up about a matter that is in the public interest and is different to a grievance which is typically a personal complaint about an individual’s own employment situation.

“People who raise a whistleblowing concern are protected by law against being treated unfairly as a result of doing so and are assured of receiving support, feedback and having their confidentiality protected.

“Also, everyone benefits if concerns can be raised early and dealt with promptly and professionally. The new process under the Standards is a formal process. But we want staff to feel free to raise concerns before they get to the formal stage, and for managers to listen and learn from staff’s concerns.”

Under the Standards, all staff have access to a ‘confidential contact’. Their role is to provide a safe space to discuss your concerns and to give you the information you need. They also have the knowledge and skills to help you to raise your concern with the appropriate manager. Staff can also raise concerns directly with their line manager or any other senior member of staff.

Lesley said: “The important thing is to raise the concern and that both confidential contacts and managers will be able to advise how the concern can be addressed if whistleblowing isn’t the best process.”

NHS Lanarkshire’s confidential contacts are:

Rhonda Bell – Tel 07856 759884 or 01698 752702 Rhonda.bell@lanarkshire.scot.nhs.uk

Ann Marie Blaney – 01698 366449 AnnMarie.blaney@lanarkshire.scot.nhs.uk

Abi Campbell – 01355 584418 Abi.campbell@lanarkshire.scot.nhs.uk (designated confidential contact for private contractors, including private financial initiatives)

Dr Megha Jani – 07910 062534 Megha.Jani@lanarkshire.scot.nhs.uk

Dr Rachna Lalsinghani – 01698 755366 Rachna.lalsinghani@lanarkshire.scot.nhs.uk (designated confidential contact independent private contractors)

Nsenam Obot – 01698 366523 Nsenam.obot@lanarkshire.scot.nhs.uk

Paul Cannon – 01698 752868 Paul.cannon@lanarkshire.scot.nhs.uk (designated confidential contact for private contractors, including private financial initiatives)

Further information

You can watch the Lesley McDonald’s video on the policy here:

- Vimeo – <https://vimeo.com/618026508>
- Youtube – <https://www.youtube.com/watch?v=HpsTsCmUGEO>

For further information on how to use the Standards and details of each stage of the Standards, click [here](#).

The National Whistleblowing Standards can be downloaded [here](#).

Further information is available on the [INWO website](#), including FAQs, cases studies and contact details. Further details on whistleblowing is also available [here](#).

Keep family members and pets healthier by having a smoke-free home

June 16, 2022

Categories: Pulse, Pulse - Spotlight



To give family members and pets the healthiest life possible, NHS Lanarkshire’s Quit Your Way team is partnering with various Lanarkshire vet surgeries, to raise awareness of the harms of second-hand smoke to children and family members at home, including pets.

Residents may be aware of the risks of exposure to second-hand smoke for other people, especially children, but it also damages the health of pets of all kinds including dogs, cats, birds, guinea pigs and even fish, amongst others.

These furry and cuddly companions are at risk in the same way that humans are and to help support pet owners to learn more about preventing these health issues, the Quit Your Way team has supplied various local vets with information and leaflets for their surgeries about the health risks of second-hand smoke, advice to minimise exposure and information about the support available should their clients wish to quit smoking altogether.

Quit Your Way offers free support and advice on second-hand smoke and quitting smoking, as well as free Nicotine Replacement Products. Supporting residents and informing them of the small steps they can take to reduce harm in their households from tobacco smoke, will further protect families, children and pets.

Queensley Ajuyakpe, Health Improvement Senior – Quit Your Way, NHS Lanarkshire, said: “We want to give our family the best and healthiest lives we can, and this includes our pets.

“Many Lanarkshire residents love their pets like additional family members and may not be aware that their pets are at risk of health issues from exposure to second-hand smoke. Sharing this important information with local vets will hopefully lead to more residents making their homes and car smoke-free.

“We understand that nicotine is a powerful and addictive substance, help and support tailored to each person’s needs are available to support anyone to stop smoking through Quit Your Way Lanarkshire.”

David Gardner-Roberts MRCVS, veterinary surgeon – ARMAC Vets, Biggar, said:

“Smoking tobacco is harmful to pets in the same way it’s harmful to other people in our home. Although the smoke we see disappears quickly, the particles are so small that 85% of them are invisible and odourless.

“The levels of invisible but harmful toxins in the air can be high up to five hours afterwards and pose a threat to pets of all kinds.

“Encouraging a smoke-free environment for children, families and pets can help protect them from inhaling the same toxic chemicals found in tobacco smoke, as there is no safe level of second-hand smoke.”

Allan Ritchie, head trainer, Clan Dog, a local dog training organisation, added: “All dog lovers know the ‘power’ of a dog’s nose.

“A dog’s nose is their ‘go to’ asset, so it makes sense that scents and tobacco smoke that seem overwhelming to us are absolutely overpowering for dogs, causing their body to have a negative reaction.

“There is some evidence to suggest dogs exposed to second-hand smoke tend to suffer more eye infections, allergies, and respiratory issues, including lung cancer, so protecting our pets from it is vital for their wellbeing.”

Quit Your Way can be contacted Monday – Friday from 9am until 5pm.

To find out about the stop smoking services and to access the best support to quit in your area call the **Quit Your Way helpline service on 0800 84 84 84** or visit [QuitYourWay.scot](https://www.QuitYourWay.scot).

You can also visit your local **Community Pharmacy** for FREE stop smoking support.

Video message from Eddie Docherty, NHS Lanarkshire executive nurse director

June 17, 2022

Categories: Pulse, Pulse - For You

Tags: Eddie Docherty, weekly message



As Heather is on annual leave, Eddie Docherty, NHS Lanarkshire executive nurse director, gives this week's staff message.

Eddie focuses on the first episode of the second series of Tiny Lives which was broadcast on BBC One. Tiny Lives series shows the remarkable work of the staff in University Hospital Wishaw's neonatal unit and their tireless efforts to care and treat the most vulnerable babies. The programme is available on iPlayer (<https://www.bbc.co.uk/programmes/m0018d9y>).

Eddie also congratulates everyone involved in the Lanarkshire Breastfeeding Conference which took place on Tuesday.

The video can be accessed on Vimeo and YouTube using the links below:

Vimeo – <https://vimeo.com/721027584>.

YouTube – https://youtu.be/g_grkhoxhlo

Shelley Percival appointed as director of dentistry

June 17, 2022

Categories: Pulse, Pulse - Spotlight

Tags: director of dentistry, Shelley Percival



A new director of dentistry has been appointed in Lanarkshire. Following a formal interview process, Shelley Percival has accepted the role after fulfilling the interim post since 1 January. Shelley will continue to provide leadership on all issues relating to dentistry in NHS Lanarkshire, ensuring high quality, safe and effective oral care across the area.

“I’m absolutely delighted to accept the position” said Shelley.

“Where my interim role has given me the opportunity to support colleagues during all the challenges of the pandemic, as we recover and look to the future, I look forward to building on the strong relationships and culture of partnership that exists in Lanarkshire. Our unremitting focus, of course, remains on looking after the dental and oral health of local people.”

As well as promoting the improvement and overall quality of care, Shelley will also provide leadership in reducing any oral health inequalities across the area. She will report to Soumen Sengupta, director of health and social care for South Lanarkshire.

“A fundamental and guiding principle of our future direction is the continued expertise, compassion and focus of our staff and partners supporting the health and wellbeing of people in Lanarkshire” said Soumen.

“As we take careful steps out of the pandemic, the dental community has a really important and continued contribution to make to the overall effort of delivering health and care fit for the demands of today – and the future.

“Shelley brings a wealth of experience to the role and she is well placed to continue the excellent leadership she has demonstrated in the interim position. We are delighted to formally welcome her to the director post.”

Shelley replaces Anne Moore who officially retired on 31 March. Prior to taking up the post of interim director at the turn of the year, Shelley was clinical director for general dental services in Lanarkshire in October 2020. She has, and will continue to, fulfil a clinical director role alongside her director responsibilities, providing a single professional source of advice regarding all aspects of dentistry.

Shelley graduated from Glasgow University in 1997 and worked in practices in Whitburn, Hamilton and Falkirk before setting up Clyde Valley Dental Practice in 2006. She has pursued post-graduate education by completing a diploma in Forensic Medical Science in 2001 and gained the Membership of the Faculty of General Dental Practitioners (MFGDP) in London in 2007.

Shelley has been a vocational trainer and also a tutor for the Faculty of General Dental Practice (FGDP) diploma.

In her spare time, she enjoys time with her family and running marathons throughout the world.

NHS Lanarkshire Breastfeeding Conference returns in person

June 17, 2022

Categories: Pulse, Pulse - General News

Tags: breastfeeding, Breastfeeding Friendly Scotland, Scottish Breastfeeding Week



On Tuesday (14 June) the NHS Lanarkshire Breastfeeding Conference returned to welcome staff, partners, parents and grandparents to Dalziel Park to celebrate Scottish Breastfeeding Week.

Scottish Breastfeeding Week champions the work to support, protect and promote breastfeeding, and NHS Lanarkshire is delighted that the longer term breastfeeding rates across the region are improving.

AnneMarie Bruce, Infant Feeding Development Midwife at NHS Lanarkshire, said:

“It was wonderful to see so many people committed to ensuring a Breastfeeding Friendly Scotland at the event yesterday. Normalising breastfeeding, creating a supportive nurtured enabled community and promoting safe environments for breastfeeding outside the home throughout Lanarkshire and beyond is key to ensuring mothers and babies continue breastfeeding for as long as they want to.”

Eddie Docherty, Baby Friendly Guardian for NHS Lanarkshire, added:

“The dedication of the entire team at NHS Lanarkshire, and our partners in Breastfeeding Friendly Scotland locations in our communities, is having a real impact in creating a community where women feel enabled to breastfeed for as long as they want to.”

Anyone in Lanarkshire looking for breastfeeding support can contact the infant feeding team on [01698 366710](tel:01698366710). Further information is available at <https://www.nhslanarkshire.scot.nhs.uk/services/infantfeeding/> or on the Facebook group [NHS Lanarkshire Mums & Babies](#).

Winner of Queen Jubilee tickets in London

June 20, 2022

Categories: Pulse, Pulse - For You



NHS Charities Together offered NHS Lanarkshire two exclusive tickets to the Platinum Party at the Palace Jubilee Concert, and Susan Kane, stop smoking advisor, “couldn’t believe her luck” when she was announced the winner to attend!

As a member of NHS Charities Together, NHS Lanarkshire was offered the tickets for one lucky staff member to join the celebratory London concert at Buckingham, Palace, to mark the Queen’s 70-year reign.

Following approximately 70 expressions of interest, Susan’s name was drawn from a hat to receive the chance of a lifetime.



Susan Kane, stop smoking advisor based at Udston Hospital, NHS Lanarkshire, said: “I had London booked for the Jubilee weekend dates pre-covid as a present for my husband and I from our daughter to go to The Killers.

“I was thrilled when I saw the email for the chance to win tickets to the Platinum Party concert as I had previously entered a public ballot back in February and didn’t win. When I heard I had won the tickets I was over the moon and couldn’t believe my luck.

“Loads of celebrities appeared on stage including Prince William, Charles and Camila. The highlight was Queen and Adam Lambert’s opening show and the spectacular lights finale show at the end of the

night.

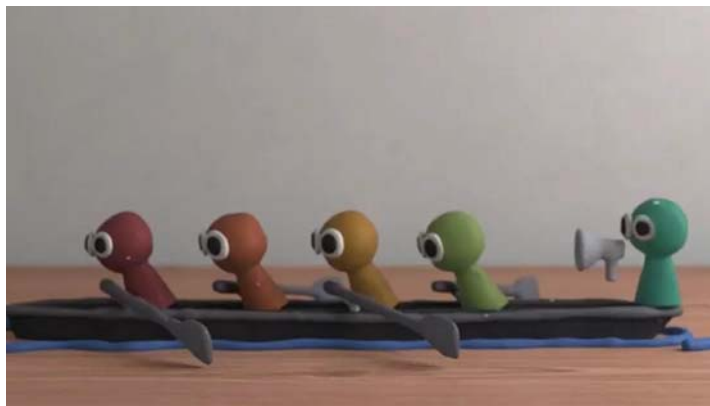
“My husband and I had a great time from start to finish, the atmosphere was amazing and everyone was so happy. I felt grateful and blessed to have had this experience.”

Frequently asked questions on discharge without delay programme

June 20, 2022

Categories: Pulse, Pulse - General News

Tags: animation, discharge without delay, DwD, DwD programme, FAQs



Over the last two weeks, Pulse Online has focussed on the discharge without delay (DwD) programme. We have highlighted two animations: [explaining what DwD is](#) and a [short clip](#) highlighting where practitioners can find more support.

In this third and final update in the series, we look at frequently asked questions (FAQs).

What is the discharge without delay (DwD) programme, in a nutshell?

The DwD programme aims to improve the patient journey, from the initial point of a hospital stay, preventing any delays through early and effective planning. A key aim is to limit hospital stays to what is clinically and functionally essential, getting patients home at the earliest and, crucially, safest opportunity.

DwD is not a new idea. The change is based, however, on an improved system of working, with smoother, more seamless links between NHS staff, the hospital-based social care workers and the community team.

What challenges does a delay in the health and care system pose?

As people continue to live longer, our hospital and community infrastructure faces a continual balancing act to manage the weight of growing demand and complexity.

During the pandemic, staffing challenges, availability of resources and increased acuity of people

both in hospital and in the community have added significant additional pressure on our health and social care system. If the flow through hospital is disrupted for whatever reason, or services required for discharge are not available, people can be delayed in their journey. Equally, when community services are unable to respond, often an admission to hospital is seen as the only option.

Streamlining the inpatient journey is a challenge not unique to Scotland or the UK, but one that is pronounced across developed Europe.

Whether we are looking at Borders or Bruges, the statistics represent a plethora of often heart-breaking human stories. We know from feedback that when someone goes into hospital, invariably the first question that is asked is ‘when am I going home?’ The majority are simply very anxious of the unfamiliar and the unknown.

As well as the impact on emotional wellbeing, disrupted delay can have serious consequences for health. For an older person, studies have shown that three weeks in bed reduces fitness equal to 30 years of aging.

Deconditioning can exacerbate further delay, as care requirements increase the scope for returning home can diminish. This vicious circle leads to poor patient outcomes and adds even more pressure onto the system – and those who work within it.

Crucially, where there is an ‘exit block,’ poor experience and outcomes, there is a recognised corresponding ‘access block’ to the hospital system. In turn, there is a significantly increased risk of morbidity for patients who experience long waits for admission in our emergency departments.

How do we approach this challenge?

What we cannot do is keep building more hospitals to cope with this demand. Even if we built physical hospitals, we do not have the numbers of people to staff them. We are not powerless in the face of such challenges, we can all play a part in improving the patient and staff experience through our DwD programme – which engages health and social care in enhancing the discharge journey and preventing delays.

In essence, DwD puts the patients at the centre of planning for discharge, preventing delay where at all possible. Reducing delay has many benefits – for those patients in bed now, and for those who require admission.

What are the basic elements of DwD?

While the challenge is highly complex, ever shifting and dynamic, the foundations of DwD are based on simple patient-centred principles which aim to enhance discharge and prevent delay, through early and effective planning, limiting hospital stays to what is clinically and functionally essential,

and getting patients home at the earliest, safest opportunity. These can be distilled down to three basic elements.

1. Prepare and plan for discharge with patients, from admission;
2. Prioritise and protect time to plan as an extended team;
3. Adopting a 'Home First' ethos.

What is the Home First ethos?

The Home First ethos ensures that people can be cared for at home (or as close to home as possible), prevents avoidable admissions to hospital and, where hospital admission is necessary, supports timely discharge.

Is there evidence of DwD working elsewhere?

By applying the principles, by making small changes in how things are done, and building on a three-point foundation, the results have been extraordinary.

Several 'pathfinder' Boards (where the approach has been tested) have reported a reduction in delayed days and length of stay, but equally importantly, an increase in the number of patients who left their care without having experienced any delay. The application in one health board has seen delayed days reduced by 60 per cent in one hospital where the approach was piloted in 2019. More recent work as part of recovery in another site saw a reduction in delayed days of over 50 per cent in four weeks.

For health and care staff what supports are in place to help them adopt DwD?

For health and care staff, we also know times have been challenging. There is not been much time to catch breath and the prospect of change may seem exhausting. We cannot make the challenges of delay go away – but by working together we can exert control and influence over it.

There are several supports in place to support the implementation of the DwD programme.

These are:

- Self-assessment tool – a process of change often starts with honest reflection, what is working well, identifying gaps and building on them;
- Access to hands-on support and expertise from our improvement advisors and programme leads;
- Webinars for more information and a learning network to exchange ideas talk through challenges with peers in a safe environment.

Where can I get further information about DwD and supports available?

You can watch the animations [explaining what DwD is](#) and a [short clip](#) highlighting where practitioners can find more support.

You can also email nss.dwdteam@nhs.scot

Take part in the Full of Beans fun from home

June 21, 2022

Categories: Pulse, Pulse - For You

Tags: full of beans videos



NHS Lanarkshire’s free family-friendly health and wellbeing programme; ‘Full of Beans’ has now launched [six new videos](#), which allow families to take part in all the fun from home!

The programme is run in partnership with North Lanarkshire Council and South Lanarkshire Leisure and Culture and welcomes families with children between 18 months and five years old to take part in enjoyable activities while learning handy and easy tips on healthy topics.

There’s something for the whole family to enjoy as each video covers a different theme ranging from healthy portion sizes to fussy eating and taking part in some physical activity games.

Marc Conroy, health improvement senior, NHS Lanarkshire, said: “Full of Beans is a fantastic programme for families to have fun and be active, whether they come along to a class at their local leisure centre or take part in the videos from home!

“A new theme is introduced in every video for families to learn from such as healthy behaviours, fussy eating and snacks. It begins getting involved in the Full of Beans song, before playing exciting games.

“Children really enjoy their time at the class and the full family can learn more about living a healthier lifestyle, so it’s great that those who are unable to attend their local class can get still involved.”

[Watch the videos and take part!](#)

Director of psychological services retires after 26 years' service

June 21, 2022

Categories: Pulse, Pulse - Spotlight

Tags: Gary Tanner



This Friday sees Dr Gary Tanner retire as director of psychological services after 26 years' service in the NHS.

Gary (58) originally from Knightswood in Glasgow but now living in Uddingston, started out in the psychology department at Dykebar Hospital in Paisley in 1996 before joining NHS Lanarkshire and the psychology department in East Kilbride in 2001 – via a spell at the Royal Cornhill Hospital in Aberdeen.

He said: “In those days, psychologists tended to move around quite a bit so I thought I’d be in Lanarkshire a couple of years and move on, but I’ve been here ever since.

“Thinking back to when I started in the NHS, I wanted to find a niche and something that I was passionate about and enjoy doing. For me it was addictions. People say working with those who have substance misuse problems must be challenging, but when you get that moment of success when someone changes their behaviour then there’s real job satisfaction.

“That was my niche and I set about building an addiction psychology service from the ground up. Over the years, I’ve been able to build really good relationships and work with some great people to help me deliver a more efficient and more effective psychology service that meets the mental health needs of the people of Lanarkshire. As a team, we have so many things to be proud of.”

Gary’s role was initially split between working in primary care psychology and the Hamilton community addiction team. Within a couple of years, he set up a brand new addiction psychology

service and by 2004 was made clinical director for addiction services, before becoming director of psychology in 2012 - with a little bit of persuasion.

Gary recalled: “The director of psychological services was a new role, pulling together different strands of psychology within a single head of profession. I hadn’t intended to apply for the job as I was enjoying my role as addictions clinical director.

“They interviewed internally and then externally for the post, and I was approached by the director of planning at the time, Colin Sloey, and he more or less said to me ‘Gary, it’s your profession, it’s time to stand up, and apply for the job’, and the rest is history.”

Since 2012 the service has achieved so much and has almost doubled in size.

Gary said: “One of the biggest challenges has been keeping up with demand for mental health services. When I first started out in the profession, you would get referrals from GPs for people with dog phobias or wasp phobias and fairly straightforward difficulties.

“Nowadays it’s much more complex problems that we see. People with complex trauma, significant anxiety or depression in their lives. The job is harder now, the public are a lot more aware of psychological therapies nowadays which is a very good thing, so they are now asking for it and the GPs are referring more people to our service.

“We’ve had to continually develop new ways of working. We’ve developed our website and online digital therapy programmes, giving people of Lanarkshire better and quicker access to a whole range of psychological therapies for many different issues.

“This supports the existing face-to-face work the psychologists, nurse therapists, counsellors, and psychological practitioners deliver. We are now delivering a real hybrid of a service, all of it tailored to the individual. Our online resources increase the options but there will always be people that need face-to-face contact. It’s a hybrid model that other health boards have copied as it increases access to psychological therapies.”

On the director role, Gary admits to missing the direct clinical contact with patients.

He said: “I’ve had to focus on the bigger picture so I can make a difference top down and that’s how I rationalise it to myself. I’m no longer on the frontline, but I’m still making a difference by designing and developing services, and trying to be more efficient and effective.

“Sometimes you have to work through other people and I’ve been really lucky to have such a fantastic team of department heads, leads, and consultants. I firmly believe that a good leader surrounds themselves with even better people. I have to rely on the experts that are running specialist

psychology services for older adults, learning disabilities, addictions, and forensic psychology – amongst many others.

“I’ve really enjoyed helping staff develop, seeing people come in to the service as assistants and trainees, complete their masters or doctorate degree, and progressing through the years to become consultants, or heads of department.

“Recently, the very first person I recruited to Lanarkshire as an assistant psychologist has become the deputy director. It’s rewarding to see that succession planning in action. I’ve always tried to be down to earth and have an open door policy for anyone to come in for a chat. I think that’s important.”

In 2020, the psychological services became one of the first non-medical department in Scotland to be awarded university status by Glasgow Caledonian University. Gary was also made an honorary fellow by Strathclyde University last year and between 2017 and 2019 was the Scottish Government speciality advisor for psychology to the chief medical officer.

“It was good to be recognised as an expert in psychology and take on that important role on top of the day job. Of course, everything is on top of the day job!”

When the day job finally ends at the end of June, what lies in store for Gary?

He said: “I may be retiring from the NHS but I’ll still be involved in some other projects. I’m co-writing some papers with researchers at Strathclyde University and I also chair fitness to practise panels for the Nursing and Midwifery Council, as a lay member.

“I also sit on fitness to practise tribunals for the Health and Care Professions Council that regulates psychologists and a trustee on the board for the Richmond Fellowship Scotland Charity, one of Scotland’s biggest social care charities.

“That will all keep me busy. I also bought a 22-year-old motorhome last year and I’ve been out in it a few times with my wife, Val, and my kids, Katie and Abby. One of my consultants got me a great book of road trips across Ireland, and I can’t wait to get across the Irish Sea. I’m also looking forward to enjoying Scotland and the freedom to do what I want and visit new places.

“My wife is Canadian so we are going to Canada to see family for three weeks when I retire. It’s a good way to end my time at the NHS and not have to worry about coming back to hundreds or even thousands of emails!

“I’m also a member of the Tartan Army and go home and away to support Scotland. I’m just back from a double header trip to Dublin and then Armenia, via Denmark, Turkey, Greece and the Netherlands. My wife told me I’m getting too old to sleep in airports and planes following Scotland everywhere but it was one last hurrah!”

Walking Challenge completed!

June 22, 2022

Categories: Pulse, Pulse - For You



Congratulations to all the staff who took part in this year's walking challenge!

All teams combined walked an incredible distance over the six-week period, in fact, teams racked up an astounding 480 million steps – the equivalent of walking over 8 times around the world!

An amazing total of 131 teams crossed the Rome finish line having walked, cycled or ran at least 1,160.3 km during the challenge, with the overall winning team 'Ortho is the Hip'est' taking the top spot on the leader board. The five team members managed a spectacular 4,476km, and consisted of:

- Andrew Cruikshank (Specialist Physiotherapist Home First Team)
- Mark Chillingworth (Orthopaedic Team Lead)
- Jane McKenzie (Orthopaedic Team Lead)
- Alison Bruce (Specialist Orthopaedic Physiotherapist)
- Paul McMullan (Physiotherapy APR)

Part of Ortho is the 'Hip'est, Andrew Cruikshank, rotational physiotherapist, University Hospital Wishaw, said: "Our team really enjoyed the challenge, and we are all thrilled to have come first place.

"We are all fairly active at the best of times as we have; a keen dog walker, a runner, a member who is at the gym regularly and 2 keen cyclists. The challenge has pushed us to become even more active, as we all now go for walks on our breaks.

"We are all competitive too and found ourselves competing with each other within the team and not just with the other teams in the challenge, we're looking forward to next year's already so we can aim to keep our winning title."

And a huge well done to **Mari Martin, who works in A&E in Wishaw and was part of the No Clucks Given team**, as she did the most steps out of all 1268 people who took part! Mari said: “I am a very active person and do a lot of triathlon training, I completed my 1st Ironman triathlon in 2019.

“I absolutely love road cycling, this would be where I collected a lot of my steps from, if I’m not cycling outdoors I have an indoor trainer. If I’m on a long shift it’s not unusual for me to do a session before going to work or when I come home after a shift.

“So if I’m not cycling, I’m running or walking. Luckily I can do all this with my hubby too. Not to forget I do a lot of walking within my role.”

Although it’s not all about coming top, **Evelyn Brand, health improvement senior – Health Improvement** is part of the team Clydesdale & Hamilton Locality Health Improvement Team and shared what walking has meant to her: “I had a hip replacement last April and walking was a huge part of my recovery journey.

“The first time I walked outdoors after my operation, I only made it to the first lamp post, and I kept increasing this and building up gradually from there. Like everyone, I have had my ups and downs, but it has all been well worth it.

“The NHS Walking Challenge has actually helped me realise how frequently I walk, I enjoy being outdoors – rain, snow or sunshine!

“I normally walk 3/4 times a week. There are many beautiful walks in Lanarkshire and recently have started exploring and walking in the rest of Scotland which has proved to be incredibly enjoyable.

“Walking was part of my recovery routine, but I really can’t imagine not spending most of my free time doing it now – I love it!”

Simon Martin, health improvement senior – Healthy Working Lives, NHS Lanarkshire said: “Well done to everyone taking part and walking their way through Italy, it’s been a great effort from all involved!”

NextGen Virtual Careers Success

June 22, 2022

Categories: Pulse, Pulse - Spotlight



The NextGen Virtual Careers Event which took place recently was met with overwhelmingly positive feedback from attendees.

Aimed at school pupils from S1-S6 across Lanarkshire, this was an opportunity to showcase the wide variety of careers available within NHS Lanarkshire.

The event has hosted 1,000 attendees in past years, however due to recent circumstances, the booths have been made available for students to attend virtually.

The NextGen Medicine Programme is facilitated by NHS Lanarkshire's Medical Education department, with the main objective of widening access to medicine for the next generation.

Dr Sophie Equi, who assisted with hosting the Medicine Virtual Booth, said "I think the booth was really successful, and believe it was the most attended booth of the event! There were lots of great questions posed to us by the pupils and hopefully the format allowed them to ask things they may be too nervous to ask in person."

Working alongside North Lanarkshire Council and South Lanarkshire Council, the medicine programme offers a structured course of events for school pupils – with the opportunity to meet staff and explore opportunities through a variety of events.

Detailing the importance of students attending careers events, Dr Equi said "There is such an expanse of career opportunities available to the youngest generation. These events can help pupils to consider career pathways they may not have considered or may not even have heard of."

NHS Lanarkshire currently has over 100 various careers, with around 60% being registered and requiring further education: <https://www.careers.nhs.scot/careers/explore-our-careers/>

Following the success of the first NextGen Virtual Careers Event, there will be another taking place on 8 September 2022. For further details, please contact Leeann Montgomery, Training Co-ordinator – Leeann.montgomery@lanarkshire.scot.nhs.uk

Teams within HSCPs and vaccination service take part in iMatter

June 22, 2022

Categories: Pulse, Pulse - General News

Tags: H&SCP, iMatter, staff questionnaire, staff survey, vaccination service



Teams within the North and South Lanarkshire health and social care partnerships and the vaccination programme have received their iMatter questionnaires and are being asked to complete them by 4 July.

The purpose of using the iMatter staff experience tool is to help individuals, teams, directorates, health and social care partnerships and health boards understand, celebrate and work together to improve staff experience. Evidence shows that the better the experience of staff at work, the better the experience of patients and their families.

iMatter is designed to help line managers understand what it is like for their staff as an individual at work, in their teams and across their organisation.

Ross McGuffie, chief officer, Health and Social Care North Lanarkshire, said: “We recognise the sustained pressures our staff have faced over the last two years and the importance of supporting staff wellbeing, given the unprecedented demands across all health and social care services. I would encourage all staff to take the time to complete their iMatter questionnaire to ensure that everyone has their voice heard.”

Soumen Sengupta, chief officer, South Lanarkshire Health and Social Care Partnership, said: “By completing the iMatter questionnaire, our staff will be sharing valuable insights and information about what it’s like for them at work as an individual and as part of a team. This will then ensure that

we – as managers and leaders – are better able to address what matters to our staff and colleagues, so that they feel motivated, supported and cared for at work.”

Lynsey Sutherland, interim general manager, vaccination programme, said: “Our staff have delivered incredibly well over recent months and we do not take that for granted. I would encourage all teams to take the time to complete their iMatter questionnaire – so we can share areas of best practice and help in areas where more support may be required.”

Staff can take just 10 minutes out of their day to fill in their questionnaire, completed anonymously. The completed questionnaires will then be processed by an external company making it totally confidential.

Completing the questionnaire – online, on paper or by SMS (text message) – allows staff the chance to give feedback on, and be involved in, influencing change and improvement in their workplace.

Please take the time to fill in the iMatter questionnaire by 4 July. If you are in one of the teams above and have not received your questionnaire, please speak to your line manager.

Want to know more about iMatter?

- Contact Sharon Simpson, local iMatter champion (North HSCP), at Sharon.Simpson@lanarkshire.scot.nhs.uk;
- Contact Jacqueline Cringles, local iMatter champion (South HSCP), at Jacqueline.Cringles@lanarkshire.scot.nhs.uk;
- Visit FirstPort at: <http://firstport2/resources/programmes-projects/imatter/default.aspx>
- Visit the national iMatter website at: <https://www.imatter.scot/>
- Visit the national staff governance website for NHS Scotland at: <https://www.staffgovernance.scot.nhs.uk/monitoring-employee-experience/imatter/>

New University Hospital Monklands – flash report June 2022

June 23, 2022

Categories: Pulse, Pulse - General News

Tags: flash report, June 2022, Monklands, Monklands Replacement Project, MRP



Here's an update on the latest developments in some of the workstreams for the [Monklands Replacement Project](#) – our exciting vision for a new University Hospital Monklands at Wester Moffat, Airdrie.

Workforce

Workforce lead Laura Ireland said: “The workforce planning sub-group discussed its terms of reference, including staff-side representation. There was also discussion of the methodology used to develop indicative workforce figures.

“We’re undertaking an analysis of the information gathered during last month’s single patient rooms observation study, which was designed to help measure workload across all job roles.”



Service planning



“A further workshop was held about admin & office space, enabling outline business case progression,” said redesign lead Donna McHenry. “Additional work was done for the overall numbers and types of workspace required.

“We’ll liaise with the digital workstream on links to the wider NHS Lanarkshire digital strategy, specifically on

the use of check-in kiosks and the specification of an outpatient scheduling system.”

Digital

“The ‘digital innovation’ workstream is creating a register to list new systems and technologies emerging, interest from digital suppliers, and the potential for new ways of working,” explained digital lead Maureen McGinn.

“We’ll engage in the refresh of NHS Lanarkshire’s digital strategy – a joint delivery plan will be developed with eHealth to help manage resources and prioritise delivery.”

Infection prevention & control (IPC)

IPC nurse consultant Linda Thomas said: “The first workshop was held for stage 2 of risk management system HAI-SCRIBE (Healthcare Associated Infection System for Controlling Risk in the Built Environment).

“The IPC sub-group will progress the HAI-SCRIBE stage 2 action tracker and planning and scheduling of further stage 2 workshops.”



Soft landings

Soft landings champion Donna McHenry said: “The delivery plan activities for outline business case are concluded for ‘soft landings’ (aligning interests of those who plan, design, construct hospital with those who operate and use it).

“The soft landings sub-group will start to progress actions in the delivery plan for the full business case stage and continue to develop a ‘lessons learned’ register.”

Other news

- We’re delighted to welcome new team members Eddie McLaughlan, technical & compliance advisor, and Friederike Schafheutle, knowledge services officer.
- Health Secretary Humza Yousaf was among those who heard about the new hospital’s clinical model when we gave a presentation at an NHS event on urgent and unscheduled care.

For full information on the Monklands Replacement Project visit the MRP webpage

www.monklands.scot.nhs.uk

Flash reports are also included as an infographic in the staff briefing and published on the MRP webpage.

Latest discounts from NHS Staff Benefits

June 23, 2022

Categories: Pulse, Pulse - For You

Tags: NHS Staff Benefits, staff discounts, staff offers



Save £££s on some great deals both in-store and online, all especially negotiated for NHS staff. To find out more, or sign up to receive all the latest discounts, visit: www.nhsstaffbenefits.co.uk

Here are some of the latest deals from some fantastic brands.

- **20 per cent off two-night breaks at the Isles of Glencoe**

Listen to the waves of Loch Leven lapping the shores next to this hotel and stare in awe at the backdrop of mountains and lush landscapes.

For pure escapism, NHS Staff Benefits members can enjoy 20 per cent off at the Isles of Glencoe Hotel when booking a two-night break.

To secure the discount, simply book your stay via the link where the discount will be automatically applied. The offer excludes the festive period and will be subject to availability.

For more information, visit: <https://www.nhsstaffbenefits.co.uk/deal/20-off-2-night-breaks-at-the-isles-of-glencoe>

- **15 per cent off tickets for NHS staff at Edinburgh Zoo's after hours for grown-ups**

Join Edinburgh Zoo's handsome herd this summer as they open their gates after hours. In celebration of the Giraffe About Town trail hitting the streets of Edinburgh this July, Edinburgh Zoo is delighted to present a series of after-hours evenings, exclusively for adults to enjoy.

Relax and unwind to the sound of acoustic sets by the lawn, or simply soak in the early evening ambience at the zoo with local food and drink kiosks.

The evenings are dedicated to adults only, however, there are also a range of family evenings available.

To secure the exclusive NHS staff discount, copy the exclusive voucher code and apply at the checkout stage.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/15-off-tickets-for-nhs-staff-at-edinburgh-zoo-after-after-hours-for-grown-ups>

- **15 per cent off all purchases from Great Plains**

Great Plains creates a unique mix of fashion-led and classic pieces with a focus on quality and value for money.

With a focus on feminine separates, versatile dresses and knitwear, Great Plains strive to create a capsule wardrobe for the modern woman who loves to experiment with contemporary fashion trends, but is not dictated by them. The Great Plains customer is a woman who desires comfort and simplicity in a stylish and modern way, while also wanting great quality and value for money.

All NHS staff members with a valid promo code are entitled to a 15 per cent discount on all full price and sale purchases from Great Plains online.

To redeem the discount, enter the unique code at the online checkout. All unique codes can only be used once.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/15-off-all-purchases-from-great-plain-for-nhs-staff>

Don't want to miss new NHS exclusive deals, limited time offers or competitions? Make sure you are signed up to the NHS Staff Benefits newsletter and follow on Instagram and Facebook. Here, you will find all the new deals – so while you are browsing your feed or watching stories, you can stay in the know about the best of NHS Staff Benefits.

Follow on Instagram at <https://www.instagram.com/nhsstaffbenefits/> or visit Facebook at <https://www.facebook.com/NHSSB/>

Weekly message from Heather Knox, NHS Lanarkshire chief executive

June 24, 2022

Categories: Pulse, Pulse - For You

Tags: Heather Knox, weekly message



In this week's video, Heather speaks about the recent NHS Scotland conference in Aberdeen and gives a special mention to NHS Lanarkshire's Paul O'Neill who gave a presentation about the Home First service at the beginning of the conference.

Heather also speaks about the resurgence of Covid-19. The number of cases is increasing, in hospitals and the community, so people should be cautious and use 'Covid sense' to help protect themselves and others.

The video can be accessed on Vimeo and YouTube using the links below:

Vimeo – <https://vimeo.com/723382694>

YouTube – <https://youtu.be/pB5QTpavWTo>

Celebrating Pulmonary Rehab Week

June 24, 2022

Categories: Pulse, Pulse - Spotlight

Tags: Jennifer McDonald, pulmonary rehab week



NHS Lanarkshire's pulmonary rehabilitation service is supporting Pulmonary Rehabilitation Week (20-26 June) to raise awareness of the services available to those suffering from respiratory conditions such as chronic obstructive pulmonary disease (COPD).

Pulmonary rehabilitation (rehab) is the best treatment for COPD, after stopping smoking. The aim of pulmonary rehab is to improve fitness, both in strength and cardiovascular. Education is an important factor in pulmonary rehab and topics such as inhalers, breathing control and chest clearance, exercise, healthy eating and medication are often discussed.

Each patient requiring pulmonary rehab undergoes an individual assessment prior to starting the class and everyone receives an individual exercise programme suited to their abilities. Those on oxygen can attend where a seated exercise programme can also be completed. The group offers support to each other which can help with mental wellbeing. Classes are held in the John Wright Sports Centre, East Kilbride; Fairhill leisure centre Hamilton; Wishaw sports centre, Airdrie leisure centre and the Time Capsule, Coatbridge. To access the group, patients will require a referral from a health care professional.

Patients interested in attending a class must have a respiratory diagnosis, be symptomatically breathless, motivated, with no unstable angina and be able to work in a group.

One patient who has benefited from pulmonary rehab said: "Since beginning pulmonary rehab I can see a way forward."

Jennifer McDonald, pulmonary rehab physiotherapist, University Hospital Hairmyres, said:
“Everyone with COPD should try pulmonary rehab as it can really make a difference to their quality of life.”

Referrals should be submitted via a [referral form](#) and sent to the relevant pulmonary rehab department at each acute hospital site.

For further information, please contact Jennifer McDonald on 07795013945 or email Jennifer.McDonald@lanarkshire.scot.nhs.uk

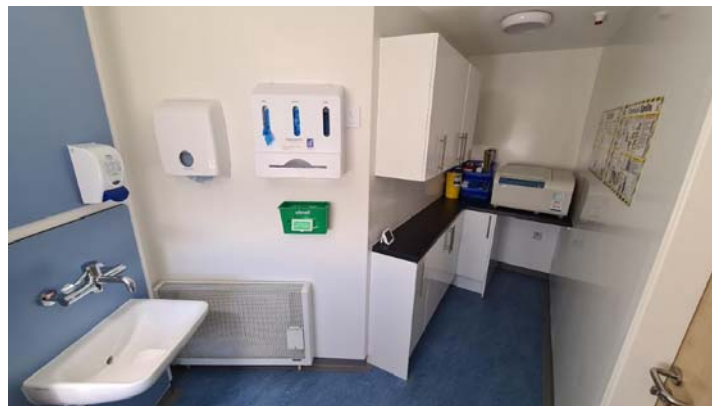
Picture: Jennifer McDonald, pulmonary rehab physiotherapist

Clinical trials department at University Hospital Hairmyres undergoes refurbishment

June 27, 2022

Categories: Pulse, Pulse - General News

Tags: clinical trials, hairmyres, University Hospital Hairmyres. UHH



Research and development has been part of University Hospital Hairmyres (UHH) for many years. However, during the pandemic the research team and studies undertaken became more visible with the introduction of Covid research, in particular, the ‘Recovery’ and ‘Siren’ trials. As a result, the research team now has more engagement with medical and nursing staff, including a rise in the interest in research projects from different specialities.

The research team at UHH has expanded over the last five years. The team is now made up of nine members of staff which consist of research nurses and clinical trial practitioners who each have many years of experience. It currently undertakes oncology, cardiology, stroke, respiratory, Covid, anaesthesia and gastroenterology research studies.

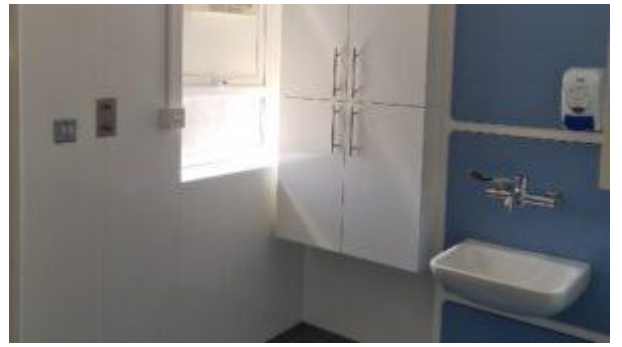
Celebrating its success this year, Margaret McKernan, a senior research nurse, has recently undertaken the role as principal investigator. Liz Lennon, senior research nurse, has also further developed her training role in both dangerous goods and good clinical practice (GCP), both of which are delivered in NHS Lanarkshire.

Through financial support from the NHS Lanarkshire Board, the research and development department has recently had long overdue refurbishment works carried out on its clinical space. These works have allowed the research team to increase their ability to support medical staff within UHH to carry out essential research projects. The works also included the addition of a bespoke laboratory, which has enabled research staff to process biological samples in a dedicated area.

Previously, the research team were sharing a space in the special methods laboratory within the main hospital.

Dr Phil Birschel, consultant stroke physician, said: “We are delighted with the new research facilities which will enable us to continue to carry out high quality research, both in my own specialty of stroke medicine, and in

other specialties for the benefit of our local population here at University Hospital Hairmyres.”



Staff say thanks for kind donation

June 28, 2022

Categories: Pulse, Pulse - Spotlight

Tags: cheque donation, neonatal unit, Paul O'Neill



Staff within the neonatal unit at University Hospital Wishaw (UHW) were delighted to receive a donation of £1,300 from Lanarkshire Referees Association (LRA). The kind hearted whistlers donated the funds as a thank you for the care delivered by staff to the daughter of former LRA president, and current specialist assistant referee, Paul O'Neill.

The Lanarkshire Referees Association raised an amazing £1,300 during their 75th annual dance at Strathaven Hotel which was held on 23 April.

Paul, who works for NHS Lanarkshire and South Lanarkshire Health and Social Care Partnership as interim locality manager, Rutherglen and Cambuslang locality, was appreciative of the level of care and support his daughter Erin (10 weeks) received while being treated at the hospital.

Paul said: “My family and I would like to thank everyone in the maternity department, neonatal unit and the special care baby unit at University Hospital Wishaw for the phenomenal care they provided to my daughter Erin. The support they provided to both myself and Dannielle throughout her pregnancy was also exceptional.

“I’d also like to thank the Lanarkshire Referees Association for the incredibly generous donation which will go towards helping other new-borns and their families who need specialist care like Erin required when she was in hospital.”

Paul’s partner Dannielle became pregnant in August 2021 and, following standard maternity screening, it was discovered that there was a higher than average risk of their baby suffering from a genetic condition. Following further scans and tests, Paul and Dannielle received the news that their baby had an extra chromosome, Trisomy 21, which is the most common form of Down syndrome.

Dannielle commented: “During the testing it was a very worrying and an emotional time but the staff at the hospital were extremely supportive and non-judgemental. When Erin arrived she required some support with her breathing and feeding like most premature babies but she has really gone from strength to strength thanks to the excellent care received here in Wishaw and from the health visitor service.”

Erin was born four weeks premature on 12 April and was cared for in the neonatal unit and special care baby unit (SCBU) for a period of 16 days.

Sharon Oosterbosch, senior charge nurse, UHW, said: “This is a wonderful donation and one which is greatly appreciated by the neonatal service.

Ross Anderson, president of Lanarkshire Referees Association, said: “The association is delighted to be able to donate this cheque to a service that has not only supported a member of the refereeing family but also impacted the lives of so many babies and families in Lanarkshire.”

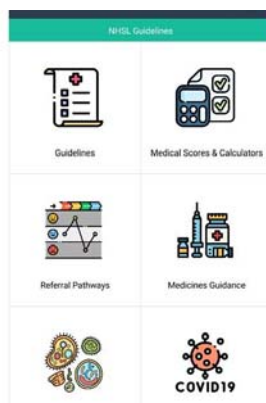
Picture (L-R): Sharon Oosterbosch, senior charge nurse, UHW; Ross Anderson, president of Lanarkshire Referees Association; Paul O’Neill and partner Dannielle

First year of NHS Lanarkshire guidelines app

June 28, 2022

Categories: Pulse, Pulse - For You

Tags: NHSL guidelines app



NHS Lanarkshire's evidence team launched the [NHSL Guidelines App](#) in May 2021 — a quality assured decision support tool and a single source of information for guidelines, medicines, referral pathways and Covid-19. The app is designed to support NHS Lanarkshire staff who use guidelines in their day-to-day work.

By the end of its first year of operation, the app attracted more than 35,000 active users, was viewed more than 430,000 times and more than 13,000 searches performed. More than 700 items (such as guidelines, pathways, scores, calculators and links to external resources) are at your fingertips.

The app continues to grow and the following key developments have already been achieved:

- Creating a mega-app: this tool is multi-disciplinary and brings together six independent toolkits (guidelines; medical scores and calculators; referral pathways; medicines guidance; antimicrobial guidelines and Covid-19) under one searchable interface. The project was accomplished within a very short timescale — in less than six months — and the team has worked effectively and collaboratively across NHS Lanarkshire and beyond to maximise the desired outcomes and design.
- Decommissioning NHS Lanarkshire clinical guidelines website and related systems: all relevant and reviewed guidelines have been successfully transferred over to the NHS Lanarkshire guidelines app. The app is now a single source of information for guidelines, medicines, referral pathways and Covid-19.

- Launching the NHS Lanarkshire guidelines formulary: this resource has 21 chapters and 171 web pages, linked to external sources where relevant, indexed with thousands of keywords to allow easy searching.

Comments and feedback continue to be welcomed. It is clear that the NHS Lanarkshire guidelines app is valued by staff. Some of the feedback includes:

- *'The app helps me in my day-to-day work';*
- *'What you have delivered is just brilliant';*
- *'Very exciting and useful resource'.*

Ania Matuszewska, systems librarian, said: “Good clinical guidelines can inform clinical practice and influence patient outcome. We are going mega with guidelines for NHS Lanarkshire quality ambitions by developing an easily and quickly accessible one-stop-resource for different specialities.”

The NHS Lanarkshire guidelines app is a significant technological enhancement, ensuring a long-term solution for the health board. The app can be accessed on any device connected to the internet, and is available to download free from Apple App Store and Google Play.

Latest discounts from NHS Staff Benefits

June 29, 2022

Categories: Pulse, Pulse - For You

Tags: staff benefits, staff discounts, staff offers



Save £££s on some great deals both in-store and online, all especially negotiated for NHS staff. To find out more, or sign up to receive all the latest discounts, visit: www.nhsstaffbenefits.co.uk

Here are some of the latest deals from some fantastic brands.

- **25 per cent off all tickets at Edinburgh International Festival**

This year marks the 75th anniversary of the Edinburgh International Festival, and to celebrate, all NHS staff are being offered a special 25 per cent discount on tickets to shows in this year's programme.

Celebrating 75 years of bringing world cultures together, in 2022 the Edinburgh International Festival returns with its first full programme of theatre, dance, opera and music since the pandemic. Highlights including legendary Scottish actor Alan Cumming's take on the real Rabbin Burns in his world premiere show *Burn*; enter an extraordinary world of wonder in James Thierée's *ROOM*; enjoy gigs from Kae Tempest, Herbie Hancock and Princess Nokia; a jaw-dropping performance of movement and sound with *The Pulse*; and explore the boundaries of dance, theatre and film with Scottish Ballet's innovative new take on *Coppélia*.

To book your tickets and get 25 per cent off, simply copy the exclusive voucher code, click through to their website and once you have selected your shows and seats, simply enter the code during check-out.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/25-off-all-tickets-at-the-edinburgh-international-festival>

- **20 per cent off hotel stays at Peebles Hydro**

Peebles Hydro offers a beautiful setting in gardens, in the border town of Peebles. This charming, historic hotel features an indoor swimming pool, spa, gym and restaurant.

NHS Staff Benefits members can book a stay in the hotel and receive a 20 per cent discount off the booking.

To access the offer, copy the exclusive voucher code and use it at the booking stage. The offer excludes the festive period and is subject to availability.

For more information, visit: <https://www.nhsstaffbenefits.co.uk/deal/20-off-hotel-stays-at-peebles-hydro-nhs-discount-code>

- **30 per cent off tickets or save over £200 on a family ticket to Lakefest**

Lakefest will take place from Thursday 11 to Sunday 14 August.

Lakefest is the UK's fastest-growing family festival which started from humble beginnings and is now celebrating its tenth year. Family is at its heart which is why families from all over the UK and even overseas join the event each August to have fun, make memories and experience a true family-friendly event.

Set in the sublime grounds of Eastnor Castle on the Hereford/Worcester border, it really is a magical place nestled in the Malvern Hills, a perfect setting to escape the grind of everyday life and spend quality time with friends, family and like-minded people. Enjoy hundreds of free activities for kids and immerse yourself in a music line up of world class acts across eight stages.

NHS Staff Benefits members can save 30 per cent off tickets or save over £200 on a family ticket.

To secure the offer, simply copy the exclusive voucher code, click through to their website and apply the code when buying your tickets.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/30-off-tickets-or-save-over-200-on-a-family-ticket-to-lakefest>

Don't want to miss new NHS exclusive deals, limited time offers or competitions? Make sure you are signed up to the NHS Staff Benefits newsletter and follow on Instagram and Facebook. Here, you will

find all the new deals – so while you are browsing your feed or watching stories, you can stay in the know about the best of NHS Staff Benefits.

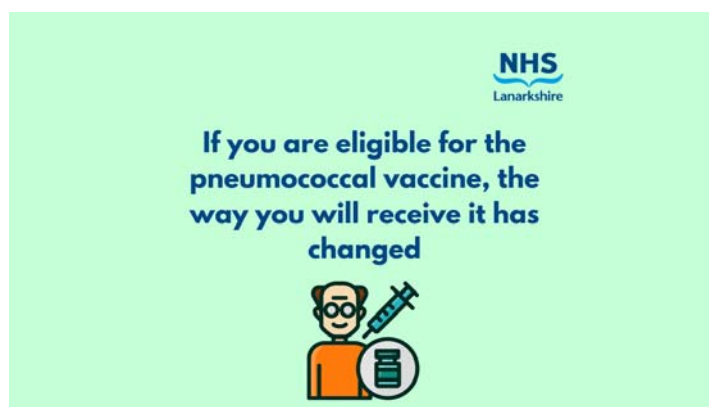
Follow on Instagram at <https://www.instagram.com/nhsstaffbenefits/> or visit Facebook at <https://www.facebook.com/NHSSB/>

NHS Lanarkshire invites next groups eligible for pneumococcal vaccine

June 30, 2022

Categories: Pulse, Pulse - Spotlight

Tags: pneumococcal vaccine



Since April, local people aged 65 and over who have never received their pneumococcal vaccine have received appointments. The next eligible groups are people aged 2 to 64 who have certain health conditions and people aged over 65 have another opportunity to receive their vaccine.

Dr Mark Russell, associate medical director, Health and Social Care North Lanarkshire, said: “People aged 65 or over, and those with certain health conditions, have a higher chance of becoming unwell with pneumococcal infection. This type of infection can lead to illnesses including bacterial meningitis and pneumonia.

“Getting your pneumococcal vaccine, when invited, is the best way to help protect yourself against these illnesses. The vaccine is given in the upper arm and most people aged 65 or over will only need a single dose, which will help protect them for life.”

People who are eligible will receive a letter with details of their vaccination appointment. If your appointment is not suitable, or if you are unwell on the day of your appointment, you can attend one of our dedicated drop-in clinics for the pneumococcal vaccine. Details of these will be in your appointment letter.

Appointments will be held in our vaccination centres, which were set up for delivering the Covid-19 vaccine. Please note that the pneumococcal vaccine is completely separate to the Covid-19 vaccine.

There is no need to contact your GP practice as you will be contacted directly with details of your appointment.

For more information on the pneumococcal vaccine and details on who is eligible, visit:

www.nhsinform.scot/pneumococcalvaccine

Win two tickets for Dreamgirls at the Kings Theatre, Glasgow

June 30, 2022

Categories: Pulse, Pulse - For You

Tags: Dreamgirls, pulse competition



We have teamed up with NHS Staff Benefits and the Ambassador Theatre Group (ATG) to offer one lucky reader two tickets for the musical 'Dreamgirls' at the Kings Theatre, Glasgow in October.

Direct from the West End with an extraordinary story and the unforgettable, spine-tingling vocals that send audiences wild, this spectacular musical production features the classic songs 'And I Am Telling You I'm Not Going', 'Listen', 'I Am Changing' and 'One Night Only'.

Meet The Dreams – Effie, Lorrell and Deena – three talented young singers in the turbulent 1960s, a revolutionary time in American music history. Join the three friends as they embark upon a musical rollercoaster ride through a world of fame, fortune and the ruthless realities of show business, testing their friendships to the very limit.

Don't forget, NHS Staff Benefits members can save 25 per cent off tickets to selected shows, including Dreamgirls with Ambassador Theatre Group. For details, visit:

<https://www.nhsstaffbenefits.co.uk/deal/25-off-selected-shows-at-the-kings-theatre-royal-glasgow>

To enter, answer the following question:

In what year did Glasgow's Kings Theatre open?

Please send your competition answer including your name, location and contact number to:

Alison McCutcheon

Communications Department

NHS Lanarkshire Headquarters
Kirklands
Fallside Road
Bothwell
G71 8BB

or email pulse@lanarkshire.scot.nhs.uk with 'Dreamgirls' in the subject line.

The deadline is Wednesday 31 August.

NHS Staff Benefits is free to register for all staff and has both local and national deals – both in-store and online – all especially negotiated for NHS staff.

To find out more, or sign up to receive all the latest discounts, visit: www.nhsstaffbenefits.co.uk

Don't want to miss new NHS exclusive deals, limited time offers or competitions? Make sure you are signed up to the NHS Staff Benefits newsletter and follow on Instagram and Facebook. Here, you will find all the new deals – so while you are browsing your feed or watching stories, you can stay in the know about the best of NHS Staff Benefits.

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