

PULSE

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

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Thursday 27 May 2021
to
Thursday 3 June 2021

Quality Week focus: neurology services

May 4, 2021

Categories: Pulse, Pulse - People News

Tags: neurology services, Quality Week



This week we are celebrating Quality Week.

In essence, the week is about identifying and creating opportunities for shared learning and continuous development. It is also about excellence, ensuring our services are innovative, efficient and, crucially, safe.

Work like this abounds – and has characterised the overall emergency response to the pandemic.

We asked you to tell us about your work by answering three short questions.

Today we focus on neurology services. Claire Purdie, neurology nurse specialist, answered the following three questions.

Question: What happened before you made changes to service delivery?

Answer: Since 2017, specialist nurses Claire Purdie, Claire Millar and Julie Wilkie have been in post to provide a Lanarkshire-wide service to those with a diagnosis of multiple sclerosis (MS). They have provided a patient-centered service at six sites to safely monitor patients on disease modifying therapies and also provided an annual review to those patients not on therapy, demonstrating decision-making skills to lead the delivery of a clinically excellent, high quality service.



The team has managed to maintain its service to support people living with a diagnosis of MS during a worldwide pandemic.

Question: In very concise and simple terms, please tell us what you/the team has done differently to improve the quality of the service delivered.

Answer: To ensure the staff delivered safe, effective, patient-centered, efficient, timely and equitable care within their scope of practice, enhanced data collection was established within weeks of the pandemic. Critical analysis of each of the six nurse-led clinics ensured planning, implementing and monitoring systems and processes to ensure clinical integrity, patient safety and efficient use of resources.

Clinical governance standards were met through the professional advice and clinical guidance within area of responsibility in conjunction with the Association of British Neurologists, local consultants and local line of command. A 'traffic light' system was implemented to highlight those on high, medium, low risk therapies. Home visits were offered to carry out blood monitoring for those in the shielding category.

Working autonomously as part of the MS team, the MS specialist nurses (MSSNs) used their clinical knowledge and expertise together with listening, questioning and probing skills to assess patients in their care to ensure safe clinically appropriate outcomes. This was achieved by changing the way the service has been delivered by embracing tele-health.

A telephone reminder service was implemented initially to ensure patients were not showing any symptoms of Covid-19 prior to their appointment. This has now been embedded in the service as it has shown to reduce the did not attend (DNA) rate to clinic by 50 per cent. This has shown to be a quality improvement of the service which will continue. A new audit from May 2021 is now in place to identify where the service could further reduce the DNA to its clinic.

Question: Please provide an example of the real world difference this has made (without disclosing patient details).

Answer: The use of tele-health ensured the delivery of health advice and information to the person with MS and their carers during the pandemic. The aim was to enhance the quality of life by continuing to offer an annual review to those patients who were not coming to clinic for blood monitoring or to those who were due a home visit. The relevant onward referrals were made for symptom management to the multi-discipline team (MDT) or to the relevant third sector agency who also adapted to the evolving needs during the pandemic.

Prior to Covid-19, only a few Near Me consultations took place annually. In the period July to March, a total of 70 were carried out.



Near Me consultations facilitated face-to-face delivery of care, meaning the MSSNs could provide care and compassion in a safe environment.

Prior to Covid-19, telephone reviews were not offered. Not everyone has the means to use this technology, which has meant telephone consultations are now being offered almost daily to those patients not attending clinics for blood monitoring. The team has delivered over 500 telephone reviews lasting, on average, 30 minutes each.

MS teams ensured MDT meetings and professional development were not compromised.



Walking Challenge update – the countdown is on!

May 4, 2021

Categories: Pulse, Pulse - General News

Tags: leader board, walking challenge



There is only four days left to go for participating teams to complete this year's walking challenge.

So far, 130 teams (out a total of 377) have completed the challenge and reached Rome.

Still topping the leader board is the Hot Steppers, a group of staff from the anaesthetics department at University Hospital Wishaw (UHW).

The current top 10 teams are:

1 st	Hot Steppers	3,892.5km
2 nd	The Knockouts	3,618.7km
3 rd	Legs Miserablè	3,498.8km
4 th	Pimp My Stride	3,169km
5 th	Endoscopy Dolls	2,908.7km
6 th	I Can Step Team 3	2,638.7km
7 th	Poor Soles!	2,433.7km
8 th	Pavement Pounders	2,424.7km
9 th	Walkuronium	2,286km



Congratulations go to Maureen Cossar, senior nurse, mental health and learning disability service, University Hospital Wishaw, who won the 'best photo' submission. Maureen successfully climbed Tinto Hill in South Lanarkshire and proudly captured the moment.

Maureen said: "As part of my commitment to the walking challenge, I managed to push myself to climb Tinto. I know many have done this but I'm still quite proud of myself – now I've recovered a little!"

Those who have still to complete the challenge have until 8pm on Monday 31 May to log their steps.

Keep letting us know how you are getting on, or upload your photos, via [Twitter](#) and [Facebook](#).



Video message from Heather Knox, NHS chief executive

May 5, 2021

Categories: Pulse, Pulse - General News

Tags: 28 May, Chief Executive, Heather Knox, video message



In this video, Heather talks about the Covid-19 cases; while inpatient numbers are down, and there are no patients in intensive care, there has been an increase in cases in the community. Everyone should remain vigilant over the coming bank holiday weekend.

Heather also speaks about the visit from Humza Yousaf, the new Cabinet Secretary for Health and Social Care, to University Hospital Monklands on Wednesday to [thank staff](#) for their efforts during the pandemic.

Finally, Heather highlights the 'live from the boardroom' sessions that have taken place over the last few weeks.

Heather's video can be viewed on:

- YouTube: <https://www.youtube.com/watch?v=SgbKY5-tYIc>
- Vimeo: <https://vimeo.com/555785626>

Quality Week focus: primary care occupational therapy service

May 5, 2021

Categories: Pulse, Pulse - People News

Tags: Occupational Therapy, primary care, Quality Week



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Today we focus on the primary care occupational therapy service. Shonaid McCabe, project lead, answered the following three questions.

Question: What happened before you made changes to service delivery?

Answer: In March 2020 the primary care occupational therapy service began a period of growth, extending from two GP practices across 19 practices in the Bellshill and Hamilton localities. This coincided with the beginning of Covid-19 and a move from face-to-face patient contact to telephone and video consultations was required. This had a negative impact on the team's ability to make use of visual resources and share information with patients during assessment, goal planning and intervention. It was noticed that some patients found it



difficult to establish a therapeutic relationship, maintain good levels of motivation and engage fully with the service.

Question: In very concise and simple terms, please tell us what you/the team has done differently to improve the quality of the service delivered.

Answer: The primary care occupational therapy service developed a visual tool – the ‘Personal health and wellbeing plan’ – to support patients to remember and act upon key information, goals and decisions made during telephone and video consultations. The design and testing of the tool was led by clinicians Katrina Taylor and Karen Symington. The personal health and wellbeing plan summarises each session, names goals identified by the patient, suggests actions agreed to take forward and provides information about relevant resources and tools. A summary is shared electronically with the patient via the SWAN secure file transfer service or posted out.

Question: Please provide an example of the real world difference this has made (without disclosing patient details).

Answer: Patients were asked about their experience of using the tool. Feedback showed that having access to the personalised summary of their contact with occupational therapy helped them to reflect on and remember what was discussed, motivated them to act on decisions made and reassured them that they are on the right track.

Comments from patients included:

“Good to remind me of goals and what I am doing between calls.”

“Gave me a bit of a push to try things and get back to doing things that help.”

“Simple and doesn’t overcomplicate things – a visual of our conversation”

“I could frame it!”



Chris procures new role

May 5, 2021

Categories: Pulse, Pulse - People News

Tags: Chris Sanderson, Euan Erskine, procurement



After five years in Lanarkshire, we say a fond farewell to Chris Sanderson, head of procurement.

Chris is leaving us to take up the post of head of procurement with NHS Greater Glasgow and Clyde.

Chris joined the NHS in January 2010 when he was appointed efficiency and productivity manager with NHS Dumfries and Galloway. Having taken on extra responsibilities, in 2014 he became interim head of procurement before joining NHS Lanarkshire January 2016 in a substantive post as head of procurement.

Chris said: "I've thoroughly enjoyed working at NHS Lanarkshire and I'm truly sad to be leaving. I've worked with a great team and appreciate all the help and support

I've received from colleagues across the organisation."

In April 2019, Chris became the head of procurement following the retirement of his predecessor Terry Dunthorne.

Taking over the reins as interim head of procurement is Euan Erskine, who is currently strategic sourcing manager with the procurement department.

Since joining NHS Lanarkshire in 2015, Euan has held several roles within the procurement department, most recently as strategic sourcing manager.

Euan said: "I'm delighted to have been offered the job of interim head of procurement. We've got an excellent procurement team in Lanarkshire and I look forward to leading them in months ahead."



"I'd like to pay tribute to Chris who has developed the team and left the department in great shape."

Chris added: "I'm really pleased for Euan. He's come up through the ranks and I'm delighted that he's taking over the reins. As Euan is already one of the team, this will provide some continuity within the department."



Euan will take up his interim post with effect from 1 June.

Quality Week focus: South Lanarkshire Health and Social Care Partnership business support team

May 5, 2021

Categories: Pulse, Pulse - People News

Tags: business support team, Quality Week, South HSCP



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Today we focus on South Lanarkshire Health and Social Care Partnership (HSCP) business support team. Jacquie Cringles, the HSCP's business support manager, answered the following three questions.

Question: What happened before you made changes to service delivery?

Answer: The partnership business support team based in Almada Street, Hamilton provide a comprehensive administration and support service to the senior management team and managers across the professional partnership structure. The integrated team, while always



supportive of each other, worked directly to their individual directors and heads of service – reacting to meet the service demands, in a fast-paced demanding environment.

Question: In very concise and simple terms, please tell us what you/the team has done differently to improve the quality of the service delivered.

Answer: The command and control structure was established, with a number of senior South HSCP staff leading. The team planned a comprehensive loggist support, adapting to this different style of working quickly, continuously reviewing the outputs and the needs, developing and refining improvements such as action logs, risk profiles, document and circulation libraries – all of which are meticulously maintained. This shared knowledge and consistent practice allowed information requests to be managed consistently and effectively. The team were able to adapt this style of working across many other meetings and groups out-with the initial command structure. Many of the managers prefer less formal minutes now and have adapted the comprehensive action log cycle, which is continuously reviewed and adapted accordingly.

Question: Please provide an example of the real world difference this has made.

Answer: The strength, commitment and adaptability of this support team has ensured that the senior management team has been able to continue to function effectively throughout this prolonged pandemic response. The consistent support behind the senior team is immeasurable and, while never underestimated by the senior team itself, the work is often unseen – but crucially important.



Dementia Awareness Week 31 May-6 June

June 2, 2021

Categories: Pulse, Pulse - General News



The dementia assessment unit at University Hospital Monklands (UHM) is supporting this year's Dementia Awareness Week (31 May-6 June).

Wullie Mcloughlan, charge nurse, ward 24 dementia assessment unit, UHM, said: "We will be carrying out awareness sessions all week as well as offering a drop-in information service.

"Staff will be on hand to answer any questions to inform the public or staff around dementia."

To raise awareness, the unit will hold an information table at the main entrance of the hospital throughout the week, with various awareness opportunities available for the general public and members of staff, in line with social distancing measures.

The information table will be available as follows:

- Wednesday 2 June, 2pm-5pm
- Friday 4 June, 2pm-5pm

Also, the Clydesdale community mental health team for older people (CMHT-OP) has produced a suite of short videos to support people who have recently received a diagnosis of dementia.

The videos are also aimed at supporting the carers, family and friends of those diagnosed. They cover topics that are very important to consider after getting a diagnosis, for example, making a power of attorney, creating an anticipatory care plan or whether to continue driving. Most of the videos also signpost people living with dementia to resources relating to the topic under discussion.



The videos, which can be watched in any order and are subtitled, are available on the [Clydesdale CMHT-OP Twitter page](#).

To access the videos, please use the 'Chrome' browser.



'It's not Okay' – addressing violence towards staff

June 3, 2021

Categories: Pulse, Pulse - General News



South Lanarkshire Health and Social Care Partnership (HSCP) issued a [media release](#) to state that any form of violence and aggression towards staff will not be tolerated.

Mark Kennedy, general manager for Salus Occupational Health and Return to Work Services, said “The consequences of violence and aggression towards staff working in mental health, acute, community and health and social care settings not only impacts those involved, it affects their family as well as other patients and visitors who witness such incidents.

“Staff can access support to either prevent or manage incidents involving violence and aggression. This includes post-incident support through local incident reviews and debriefings as well as access to counselling and occupational health services.”

Another significant support service for staff is the Prevention and Management of Violence and Aggression Service (PaMoVA). The service employs two full-time trainers and advisors, Andrew Campbell and Stephen Wheeler, who have extensive experience in developing, delivering training and providing practical advice and guidance.

Andrew and Stephen have worked within healthcare for over 30 years including roles within the mental health and learning disability service. Both know first-hand what it is like to experience acts of violence and aggression which continues to motivate them to help others.

Stephen Wheeler said: “Violence and aggression towards staff can come from many different sources including service users, patients, relatives and visitors.

“Three levels of violence and aggression training are available to staff. The first is through the LearnPro module which promotes awareness, personal safety and de-escalation.



“The next level of training is a half- day practical course on de-escalation and breakaway techniques. The third level of training is a two-day practical course for staff who require more complex training to intervene through non injurious restraint techniques. Each year almost 6000 staff participate in PaMoVA training.”

Kay Sandilands, director of human resources, said: “We are determined to make sure our staff feel supported and confident to report acts of violence and aggression which can range from verbal aggression or spitting to physical assaults such as punching, kicking or a hate crime. Regardless of the type of incident, there is no place for any type of abuse.

“All our staff should be able to come into work without fear of violence, injury or abuse and NHS Lanarkshire will continue to work with Police Scotland and the Procurator Fiscal Service to support staff experiencing acts of violence and aggression.”

Additional Support

Staff can also access the NHS Lanarkshire ‘Prevention and Management of Violence and Aggression Policy’ which provides more detailed guidance through FirstPort or the NHS Lanarkshire Policy Portal <https://www.nhslanarkshire.scot.nhs.uk/corporate-policies/>.

If you would like further information, support or advice on any aspect of this article, please contact Andrew Campbell (Andrew.Campbell@lanarkshire.scot.nhs.uk) or Stephen Wheeler (Steven.Wheeler@lanarkshire.scot.nhs.uk) or call on 01236 707197.



Landmark anniversary for University Hospital Wishaw

June 4, 2021

Categories: Pulse, Pulse - General News

Tags: University Hospital Wishaw



Theatre education coordinator Sharon Westmorland has more reasons than most to remember the move from Law Hospital to University Hospital Wishaw twenty years ago.

The end of May marked twenty years since University Hospital Wishaw – named Wishaw General Hospital until 2017 – opened with 144 patients transferred safely at the time from Law Hospital to the new purpose-built hospital.

Sharon, from Stewartfield, East Kilbride, was 32 weeks pregnant at the time of the move and her daughter Beth, now approaching her twentieth birthday, was born at the newly formed maternity unit a matter of weeks after it opened.

Sharon recalled: “There was some excitement and also apprehension about the move. Law Hospital was very much a community hospital and we had a great community spirit with a lot of the staff born and bred nearby.

“One of my friend’s mother worked there as a nurse during the Second World War, looking after prisoners of war before it became an NHS hospital. There was a lot of history and a connection to Law Hospital but everyone could see the benefits and advantages of moving to a modern, purpose-built hospital.

“The teamwork during the move was fantastic. It was an exciting time and everyone felt well supported. From a patient perspective, there was no comparison. At Law Hospital, patients who were going into intensive care after major surgery had to go in a van through all sorts of weather. Moving to the new site, intensive care was at the end of the corridor from theatre.



“The winter before the move saw Law Hospital cut off in a snow drift. Ambulances were stuck outside and we had to get the army in. I’m sure there were still piles of snow at the side of the road when we left Law Hospital for the final time.”

The move took place on the weekend of May 25. Sharon didn’t have too much time to work in the new hospital before going on maternity leave. She was soon back in her new surroundings though but this time as a patient.

Sharon said: “The maternity unit opened up in the middle of June, a couple of weeks after the initial move. I only had a few weeks working at the new hospital but I was soon back in the new maternity theatres giving birth to my second daughter Beth on Friday 13 July.

“Leading up to the move we had a team at Wishaw to get oriented and a team still at Law. We had to get everything ready to go. On the weekend of the move there was a team of us that stayed at Law Hospital until the Monday to make sure everything was as it should be and the transition to the new site had gone as planned.

“I had worked at Law Hospital since January 1990. I was a senior sister for recovery and anaesthetics, then my role evolved to focus on patient safety and improvement, then into my current role as education coordinator.

“Within theatres alone, there are 13 staff still here twenty years after the move. We work closely with the intensive care staff and a number of them are also still here twenty years later.

“There has of course been changes over the last twenty years in surgery due to technological advances. Patients who used to be in hospital for weeks can be out in days.”

The passing of time has also brought some sadness with the sudden death of University Hospital Wishaw chief of medical services and consultant surgeon, Mr Hakim BenYounes last November.

Sharon said: “We have sadly lost some staff members over the years. Losing Mr BenYounes was a huge blow for the team as we had all worked with Hakim since Law and he was a leader and colleague.”

