

# PULSE

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

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## Print Version

June 2021

to

July 2021

# Soumen Sengupta, director of health and social care/chief officer, South Lanarkshire Health and Social Care Partnership: start date confirmed

June 4, 2021



The incoming director of health and social care/chief officer for South Lanarkshire Health and Social Care Partnership (HSCP) has spoken of his pride to be joining the 'partnership family'.

Following the recent announcement of the appointment of Mr Soumen Sengupta as director of health and social care/chief officer for South Lanarkshire HSCP, a start date of Monday 9 August has now been confirmed.

Soumen is currently head of service review – quality assurance with Healthcare Improvement Scotland. He joins South Lanarkshire following an extensive career in public health and in health and social care management; and having led strategic transformation programmes at local, regional and national levels.

Ahead of taking up post, Soumen said: "Having already had a number of introductory meetings with the senior management team and other colleagues, I'm very much aware of the incredible effort and the fantastic work of local health and social care staff – and indeed teams across South Lanarkshire."



Council, NHS Lanarkshire, primary and secondary care, as well as partner agencies, over the last year in particular.

“I’m also aware that this compassion and commitment for patients and service users – working alongside unpaid carers and local communities – continues.

“I’m incredibly proud to be joining the South Lanarkshire health and social care ‘family’.”

Soumen added: “I’m very much looking forward to getting started on 9 August, meeting more colleagues, listening to and working with everyone throughout our teams, our services and, indeed, our valued partners in Lanarkshire and beyond.”

Ms Marianne Hayward, head of health and social care, is currently in the role of chief officer of the health and social care partnership on an interim basis.



# Video message from Heather Knox, chief executive

June 5, 2021



In this video, Heather gives her regular update on the number of Covid-19 cases and the progress of the vaccination programme.

Lanarkshire has seen a large increase in the number of Covid-19 cases this week. The cases are in the community and, thankfully, they are not translating into hospital admissions at present but there has been a slight increase in inpatient numbers.

Heather also speaks about a site visit to University Hospital Hairmyres with the Chair, Neena Mahal, this week.

Heather's video can be viewed on:

- YouTube: <https://www.youtube.com/watch?v=zGDsb6XFITE>
- Vimeo: <https://vimeo.com/567419772>

# Putting the 'tea' in Teams

June 1, 2021



Physical distance measures couldn't stop colleagues getting together, virtually, to wish Jackie Stewart and long and happy retirement.

An online event was organised to make sure Jackie didn't miss out on two of her favourite things – tea and talking.

Jackie said: "I started my NHS Lanarkshire career over 20 years ago at Kirklands Hospital and, after time at Udston and Beckford Street, I am ending at Kirklands too.


"I have been lucky to work with some great people and I have had many nights out and made many great friends that I will keep in touch with."

Jackie was on phased retiral, working fewer days each week, before she finally finished up. In her last few weeks, Jackie only worked on a Friday. However, Jackie clearly got into 'retirement mode' a bit too early. She was sitting at home one Friday morning when it suddenly dawned on her that she should be at work!

Jackie celebrated a significant birthday last year. Unfortunately, all her holiday plans, including a secret trip her daughters organised, have been put hold. Resurrecting these trips are a big part of her initial plans for retirement once travel restrictions have eased.

Jackie is a fan of walking and bagging Munros but she isn't 'over the hill yet' and she is looking forward to becoming a full-time gran.

In her role as personal assistant to the director of acute services, Jackie has worked with Rosemary Lyness, Alan Lawrie, Heather Knox and, latterly, Judith Park.

Heather Knox, NHS Lanarkshire chief executive, said: "Jackie was a great support when I started in NHS Lanarkshire five years ago. I definitely benefitted from her years of experience and organising skills not to mention her book recommendations and secret stash of chocolate." 



# learnPro course booking system (CBS) goes live 1 July

June 1, 2021



The learnPro course booking system (CBS) will be fully operational in NHS Lanarkshire from 1 July, providing staff with the ability to book online and face-to-face training courses.

The learnPro page on [FirstPort](#) has been updated with guides for the CBS, managers scorecard and learnPro users. To access the guides, please click on the links below:

- [Guidance for learnPro course booking system;](#)
- [Guidance for learnPro scorecard;](#)
- [Guidance for learnPro users.](#)

Agnes Robb, learning and development manager, said: "I would like to remind managers and staff to ensure that the information recorded on their learnPro account is accurate and up-to-date and that it reflects their current role, location and manager. Failing to update account details will result in staff being unable to book on training courses and managers will be unable to authorise any training."



Please note that, if your account is registered with a temporary local area network (LAN) number, this will require to be updated with your pay number.

All enquiries to the learnPro helpdesk must include the individual's pay number – no information will be given without this. This is to ensure that the information regarding individual accounts is correct.



Email the helpdesk at: [learnPro@lanarkshire.scot.nhs.uk](mailto:learnPro@lanarkshire.scot.nhs.uk)





# 4 Stars for NHS Lanarkshire's environmental credentials

June 1, 2021



NHS Lanarkshire's drive towards protecting the environment has been recognised, we received a four star award from the ECO Stars Fleet Recognition scheme, after a review of our sustainable transport fleet.

The ECO Stars Fleet Recognition scheme is a free service that encourages and supports operators of HGVs, vans, buses and coaches to run their fleets more efficiently and cost effectively.

The scheme provides recognition for best operational practices, and guidance for making improvements within transport. The ultimate aim is to reduce fuel consumption which leads to lower vehicle emissions and lower pollution, helping to improve local air quality.

NHS Lanarkshire's fleet manager and sustainability team applied for an ECO Stars review of our fleet and transport management, which resulted in achieving an impressive 4 out of 5 stars.

Marie Porteous, head of sustainability & environment manager, NHS Lanarkshire said: "It's very important to us that we play a role in reducing our carbon footprint. As a large organisation in Lanarkshire, we have a duty to make sustainable changes and inspire other organisations to play their part.

"We are continually working hard towards greening our fleet, the benefits through sustainable transport and low emissions ensure that our fleet has minimal impact on the environment."

Paul Wilkinson, program manager, ECO Stars said: "We are pleased to welcome NHS Lanarkshire to the ECO Stars scheme. It was clear from the assessment that NHS Lanarkshire has a clear vision and ambition with regards to their environmental goals and is setting a good example of transport operational practices."



Councillor John Anderson, chair of community and enterprise resources said: “ECO Stars is simple to join, and their team even visits a company to complete the application on behalf of the organisation.

“It rates the performance of individual vehicles and a fleet’s overall operation using star ratings and each member receives a tailored ‘road map’ to ensure their vehicles are running as efficiently and economically as possible and to help them progress to higher ratings.

‘It is a wonderful scheme both for the companies involved and for the environment and I am delighted to congratulate NHS Lanarkshire on becoming the 200<sup>th</sup> member of the Fleet Scheme.”

The ECO Stars assessment is based on six key pillars which make up fleet operational efficiency and includes Fleet Composition, Fuel Management, Driver Skills Development, IT Support Systems and Performance Monitoring & Management.

Picture from left to right – Paul Wilkinson, program manager from ECO Stars, Councillor John Anderson, chair of community and enterprise resources at South Lanarkshire Council, Marie Porteous, head of sustainability & environment manager, NHS Lanarkshire, Shirley Clelland, head of fleet and environmental services, South Lanarkshire Council and Lesley Robertson, transport manager, NHS Lanarkshire.



# Health and Social Care North Lanarkshire eyes potential link up with MacMillan Cancer Support

June 1, 2021



People dealing with cancer in North Lanarkshire could soon benefit from extra support if a bid to MacMillan Cancer Support is successful.

Health and Social Care North Lanarkshire (HSCNL) has approved an application to MacMillan to implement the improving cancer journey (ICJ) model.

ICJ can develop support for people affected by, and recovering from, a cancer diagnosis. It has the potential to improve the cancer journey for individuals, carers, families and friends in North Lanarkshire.

A cancer diagnosis is distressing and further stress can be added when combined with coping with family, financial and work commitments. However, with the significant advances in treatment, many people – one in every two – are now surviving their cancer.

Approximately 2,500 people across North Lanarkshire receive a cancer diagnosis each year. By 2030, it is projected that across Scotland, 350,000 people will be living with a cancer diagnosis. This is compounded by the fact that 70 per cent of people with cancer also experience at least one or more co-morbidity conditions.

The increasing incidence and prevalence of cancer is also having a wider impact on informal carers, young carers, children with parents with cancer, education and employers.



HSCNL's strategic commissioning plan (SCP) 2020-23 focuses heavily on making sure that a whole system approach is taken and that links are strengthened between acute services, primary care and locality teams.

This is bolstered by the strong and effective third sector presence across North Lanarkshire which is supported and augmented by Community Solutions; North Lanarkshire's community-led health and social care investment programme which focuses on creating communities where people can have full, independent lives.

This focus is a natural fit with ICJ, as the SCP and Community Solutions have an emphasis on designing and delivering services and supports around outcomes, as well as what is important to individuals, families and communities.

This will be delivered with the aim of getting the response right first time, focusing on home, ensuring that people are not in hospital any longer than is needed, as well as promoting prevention and early intervention including effective screening programmes.

Key outcomes include:

- A contribution to the prevention of and early diagnosis of cancer;
- Increased support for carers/those in a caring role for people with a cancer diagnosis;
- Tackling cancer poverty through help accessing state benefits and grants;
- Support with council tax and housing, assistance with fuel poverty, carer support and debt management;
- Improved knowledge and understanding for partner groups and organisations about the cancer journey and the needs of individuals;
- Support data sharing agreements across partners.

Dr Avril Osborne, North Lanarkshire integration joint board chair, said: Cancer is now starting to be increasingly recognised as a long-term condition. A potential partnership with MacMillan Cancer Care could have a very positive impact for people in North Lanarkshire who are affected by a cancer diagnosis.

"A well-established support landscape already exists across North Lanarkshire which promotes self-management, early intervention and access to specialist care when needed. However, it can often be difficult for people, carers and families to navigate through the range of available services.



“It is our hope that MacMillan Cancer Support and HSCNL will work effectively in partnership with local health providers, local authorities, Community Solutions, communities and people affected by cancer and their carers.

“This has the potential to ensure everyone diagnosed with cancer can easily access the support they need, when they need it to enable them to live as well and as independently as possible.

Councillor Paul Kelly, North Lanarkshire integration joint board depute chair, said: “Creating a new normal for those affected by cancer is fraught with difficulties, as the consequences of the disease and treatment pathways not only impact on their physical condition, but also on their psychological, financial and social wellbeing.

“The ICJ approach will mobilise the community voice around cancer, complement the national approach to inclusion, promote successful engagement with more deprived communities and facilitate volunteering models.

“If a partnership is created, all those with a cancer diagnosis in North Lanarkshire, and their carers, will receive information about community supports which they can access and an invitation to participate in or be kept up-to-date with the cancer support forum which provides support 24-hours a day in a safe and understanding environment.”

Photograph: Dr Avril Osborne and Councillor Paul Kelly



# We are so grateful to them

June 2, 2021



Angela Kenney and Gordon Campbell presented the maternity unit with two Cuddle Cots. These cots allow parents of stillborn babies to have more time to say goodbye.

The couple shared their story to raise funds and as a tribute to their son Arran who was born asleep on 1 July 2020.

Angela was 37 weeks and two days pregnant when she went for an appointment where they were to agree a date for her Caesarean section. However, tragedy struck when the maternity team could not locate Arran's heartbeat.

After being taken to University Hospital Wishaw, it was confirmed that Arran's heart was no longer beating. The section to deliver Arran went ahead the following day.

Angela said: "The staff are a tremendous support through this most difficult journey. The compassion and support they gave us during the worst time of our lives will never be forgotten.

"It wasn't just the midwifery staff, the domestic staff and Harry, the chaplain, made sure we had all these memories. Our midwife, Jane Hunter, took photos of Arran and arranged a naming ceremony which is something that we will treasure forever. We are so grateful to them."

Gordon added: "At the time I didn't think I wanted the staff to take photos of Arran but I am so glad that they did. We have beautiful pictures of Arran for his brother to look at and we have pictures and reminders of him around our house.

Cheryl Clark, chief midwife, added: "I would like to thank Angela and Gordon for their selfless donation. They have been through so much grief and still they thought of others. Their gift will support so many families for years to come and it is a wonderful tribute to Arran."

# Alison campaigns to help the homeless this winter

June 2, 2021



Do you have any jackets or coats that you no longer need or use that are still in good condition? If so, then you could help keep people who are homeless warm this winter.

Alison Harley, response, resilience and preparedness officer, Kirklands Headquarters, is running a 'Just Jackets' winter 2021 campaign during the months of July and August, with the aim of helping to create a warmer future for people who are homeless.

Alison said: "Doing this campaign is an idea I've had for a few years now – the Covid pandemic put a stop to it last year. I feel it is now more important than ever, given that our charity shops had been closed for so long in 2020 and the first half of 2021.



"I've seen several people who are homeless without a jacket or coat on. This is something that most of us take for granted when we reach for our jacket to go outdoors every day. I emailed the Salvation Army to ask if they would be interested in being involved in the campaign and they said they would be delighted to get involved. They have agreed to do several uplifts from Kirklands as and when required and distribute all donations to the people they support.

"I've reached out to my colleagues in NHS Lanarkshire to ask for their support and I'm sure they will come up trumps, as they always do when it comes to charity."

If you wish to donate to the campaign:

- place your unwanted jacket/coat in a bag;



- take it to NHS Lanarkshire headquarters, Kirklands Hospital, Bothwell;
- place your unwanted jacket/coat in the box located in the reception area.

All sizes of jackets/coats will be accepted.

For any further information, please contact Alison on 0781 8618970.





# Heather's video message – Wednesday 30 June 2021

July 4, 2021



In this video, Heather gives her regular update on the number of Covid-19 cases and the progress of the vaccination programme.

Heather also speaks about a recent meeting with the Cabinet Secretary for Health and Social Care, Humza Yousaf MSP, and today's announcement about an extension to the appointment of Neena Mahal MBE as Chair of Lanarkshire NHS Board.

Heather's video can be viewed on:

- YouTube: <https://www.youtube.com/watch?v=sTH3nSuIKrw>
- Vimeo: <https://vimeo.com/569399776>

# Alison 'charges' on to retirement

July 1, 2021



Colleagues paid a fond farewell to Alison McEwan who retired in June after a remarkable 42 years' service.

Alison, who was a charge nurse in ward 18 at University Hospital Monklands, started her nursing career in 1977. Alison initially started working in surgical wards then, following the birth of her two daughters Heather and Lee-Anne, worked night duty, predominately in ward 18.

In 1997, Alison attended Glasgow Caledonian University and graduated with a nursing degree in 1999 surrounded by her extremely proud family.

The vast majority of Alison's nursing career has been with cardiology and, more recently, incorporated the medical high dependency unit where she remained until her retirement.

In her spare time, Alison enjoys gardening, hill walking, holidays, spending time with her family and, in recent years, has taken to the odd camping trip and cycling with her partner Jim.

Alison is looking forward to her retirement and spending time with friends, family and her grandchildren Aidan, Ryan, Emme, Meah-Jane and Rudy.

Geraldine Ruddy, senior charge nurse, said: "Alison has been an outstanding member of the nursing team in ward 18. She is a true professional who is committed to her patients and staff.

"Alison's wealth of clinical knowledge and experience will be a huge loss to our cardiology patients and her wonderful personality and sense of humour will be greatly missed.

"It's been a privilege working with her and we wish Alison a long, happy and well deserved retirement, it's certainly an end of an era. We would like to send Alison a huge amount of love and gratitude."





# Shotts health visitors summit Mount Kilimanjaro

July 1, 2021



The Shotts health visiting team participated in the Healthy Working Lives walking challenge captained by Aimee Dale from health improvement Wishaw/Shotts locality. The aim of the challenge was to improve staff health and wellbeing, with a focus of mental health, over an eight-week period by walking and being outdoors.

Along with Aimee, Karen Martin, Donna Fell, Shona Moir, Debbie Young, Lorna Milligan, Sandra Hughes and Lorraine Murray accumulated enough steps between them to summit Mount Kilimanjaro twice, which is a fantastic achievement.

Aimee said “The walking challenge got the whole team moving. It became quite competitive and encouraged those of us who didn’t sign up for the challenge to become more active too”.

A special mention goes to Karen Martin who created a white board of Mount Kilimanjaro and the animals found in Africa to keep the team motivated. The animals were named Audrey the giraffe; Rod Turner the lion and the Attenborough brother leopards.

Karen has recently taken up a post with the family nurse partnership at NHS Greater Glasgow and Clyde and will be very much missed by the team.



# June 2021 Pulse competition winner

July 1, 2021



Congratulations go to Frances Brownlie, interim head of planning and development, Kirklands Headquarters, who was the winner of the June 2021 Pulse competition. Frances's correct entries win her a two-night stay for two people – including a standard en suite hotel room, continental breakfast and bottle of Prosecco – at Portsonachan Hotel and Lodges.

On winning, Frances said: "I've been entering the Pulse competitions since The Pulse first started, always thinking I'll never win, so it was a lovely surprise to get the call to say I'd won the overnight for two in what looks to be a lovely hotel.



"I read the Pulse on a regular basis as I find it's a great place to keep up-to-date with news and interesting facts about NHS Lanarkshire, as well as the good news stories about the staff and patients."

# NEW Pulse competition – win £100 Milly Grace voucher

July 1, 2021

Milly Grace



The Pulse has teamed up with NHS Staff Benefits and Milly Grace to offer one lucky reader a Milly Grace voucher worth £100.

Milly Grace's jewellery collection is independently designed with fair pricing and ethics at its heart.

Its unique collections comprise of hard-working staples, interspersed with unique and quirky stand-out pieces designed to exude confidence and joy. All pieces are made from recycled or ethically sourced materials of the highest grade. Milly Grace's jewellery collection is carbon neutral certified.

NHS staff can access an exclusive 20 per cent discount on the range (prices from £15-£110). To access the offer and claim your discount code, visit: <https://www.nhsstaffbenefits.co.uk/deal/20-off-all-jewellery-from-milly-grace>



To enter, answer the following questions:

- How many cuddle cots were donated to the maternity unit at University Hospital Wishaw?
- Who is the new chief officer for South Lanarkshire Health and Social Care Partnership (HSCP)?
- How many stars did NHS Lanarkshire receive from the ECO Stars Fleet Recognition e?



Here is a clue: you will find all the answers in recent articles in The Pulse.

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](mailto:pulse@lanarkshire.scot.nhs.uk) with 'Milly Grace' in the subject line.

**The deadline is Tuesday 31 August.**



# More health and social care services returning as recovery work gathers pace

July 2, 2021



Work is ongoing to return North Lanarkshire's health and social care services to the levels seen before the effects of the Covid-19 pandemic.

The complex nature of health and social care means a range of significant and immediate pressures must be balanced. Following engagement with the Scottish Government, the remobilisation plan has seen progress on:

- delivering essential services;
- redesigning urgent care;
- the key role of primary and community-based care;
- a whole system approach to mental health and wellbeing;
- planned care and clinical prioritisation;
- patient experience;
- addressing inequalities and embedding innovation;
- a sustainable workforce.

Health and Social Care North Lanarkshire is well placed to meet these challenging areas due to how staff quickly responded to the Covid-19 pandemic and established new ways of working.

Over the last 12 months, significant remote service delivery – through the use of phone and Near Me video consultations – has minimised footfall to health and care centres. This has enabled face-to-face consultations for patients and service users with the most urgent need.





A truly joined-up whole system approach has also further increased the resilience of community-based health and social care services, including statutory services, independent providers and the independent and voluntary sectors. This has been made possible through the redeployment of staff, increasing existing staff capacity and the flexibility and dedication of volunteers.

Dr Avril Osborne, North Lanarkshire integration joint board chair, said: “The health and social care recovery process, by necessity, is a gradual process. It’s important that people are aware of this and why it will take time to return to normal as we adapt to the disruption caused by Covid-19.

“The pandemic is still with us, however, we are now seeing increasing grounds for optimism all around us. To move to a more ‘business as usual’ approach, we are taking a longer-term view and firmly grasping this opportunity to further improve services for the people of North Lanarkshire. As part of this work, we have undertaken 53 service reviews to identify key priorities for 2021-22.

Dr Osborne added: “Throughout the pandemic health and social care staff have been exceptional. They have had to very quickly totally change the ways they work while also ensuring service users have been safe and their needs met.

“I have nothing but admiration for the way our staff has shown outstanding commitment, resilience and bravery throughout the pandemic. Their dedication to provide safe services for the people of North Lanarkshire has been wonderful.

“On top of this work, not only have they continued to deliver essential services but they have also shown a superb work ethic and played key roles in planning the way ahead so we meet our short, medium and longer-term priorities. This is also mirrored by many of our stakeholders, carers and voluntary and independent sector staff and volunteers.

Councillor Paul Kelly, North Lanarkshire integration joint board depute chair, said: “We are determined to emerge from the pandemic stronger than ever.

“We are making strong progress which has resulted in services being brought back or modified so that we can bring them back soon.

“This would not have been possible without the inspiring work of our staff who have led by example throughout. They have faced many challenges and a huge shift in how they work, however, they have responded impeccably and have always put our service users first. Their resilience has been truly impressive and shows their dedication to the people of North Lanarkshire.



“I have every confidence that we will achieve our goals – and those of the people of North Lanarkshire – through sustained engagement with leaders, operational managers, frontline staff, people with lived experience, carers and our voluntary and independent sector partners.”



# Staff pay tribute to the loss of well-loved NHS Lanarkshire colleague

July 3, 2021



NHS Lanarkshire colleagues are mourning the loss of a valued member of staff, who sadly passed away on 28 June.

Rosemary O'Brien was a well-loved and respected member of staff who was a health visiting community practice teacher (CPT) and laterally a health visitor with the Shotts health visiting team.

Rosemary trained in NHS Lanarkshire and qualified as a registered nurse in 1977. She worked in ward eight at Law Hospital as a staff nurse and held various posts in the community prior to beginning her health visiting training and qualifying in 1996.

Rosemary was passionate about ensuring the best outcomes for children and helped lead the Getting It Right For Every Child (GIRFEC) agenda as a CPT.

Liz Kearney, general manager, North East sector, said: "Rosemary's legacy within health visiting in Lanarkshire are her many, now qualified, health visiting students. Everyone in the team will miss her flair, fashion sense and overall courage and determination – always with a smile."

"Rosemary will be so fondly remembered and greatly missed by all who had the pleasure of knowing her."

Rosemary is photographed receiving her Queen's Nursing Institute Long Service Award in May 2019.





# Heather's video message – Friday 9 July 2021

July 5, 2021



In this video, Heather gives her regular update on the number of Covid-19 cases, the vaccination programme and the pressures on services across NHS Lanarkshire.

There are currently 46 inpatients with Covid-19 across the three acute hospitals and five patients in intensive care. With regards to the new Covid-19 cases, most are in the 18 to 39-year-old category and this is reflected in our inpatient numbers.

Staff can help by encouraging younger people to protect themselves by maintaining physical distance from others, wear a face covering, take regular lateral flow tests and by getting vaccinated.

Heather also speaks about the pressures across health and care services and the actions that have been taken.

Heather's video can be viewed on:

- YouTube: <https://www.youtube.com/watch?v=FRvKqEPuU5I>
- Vimeo: <https://vimeo.com/572970347>

# GPs continue to offer face-to-face appointments for most vulnerable

July 1, 2021



We continue to experience record high demand on services with GP workloads increasing by approximately 30 per cent since the start of the Covid-19 pandemic.

However, GPs are pulling out all the stops to ensure face-to-face appointments are still going ahead for our residents with the most clinical need.

In line with many of our services, GPs are making extensive use of telephone and Near Me video calls to enable them to carry out virtual appointments with people from the comfort and safety of their own home.

The objective is to minimise service user and staff potential exposure to Covid-19 and free up vital space to assist our most vulnerable residents and those with the highest levels of medical need.

GP practices have also had to sustain high levels of staff absences after their own staff have been identified as being close contacts with patients who have tested positive for Covid-19.

We are running public awareness campaigns to highlight the pressures services are currently under and to direct people to the most appropriate pathways. For details, visit:

<https://www.nhslanarkshire.scot.nhs.uk/recovering-together-accessing-appropriate-health-services/>

Dr Linda Findlay, medical director, South Lanarkshire Health and Social Care Partnership highlighted the current pressures on GP services and underlined how the public can ass



Dr Findlay said: "We're working hard to make clear that all services in the community, GP surgeries and hospitals are currently operating differently and at different capacities due to infection prevention and control measures.



"We're also tackling a misconception that GPs have not been open. GPs and their teams and have worked incredibly hard throughout the pandemic, not only delivering general practice but also vaccinating our older residents across Lanarkshire.

"In addition, practice nurses and other healthcare professionals have also been involved in the delivery of the Covid-19 vaccination programme in Lanarkshire. This has been one of the biggest, and most rapidly evolving, logistical exercises any of us has ever been involved in and has been a very high Scottish Government priority.

"It's testament to our GPs that, despite this vital work and accompanying pressures, face-to-face appointments have continued to be made available for our most vulnerable people."

# Nominate your healing hero

July 3, 2021



Do you know a healing hero? Each year the Scottish Health Awards provides an important opportunity to recognise and celebrate the work of those dedicated individuals and teams who deliver high quality health and care services.

Since March 2020, NHS Scotland and its partners across health and social care have risen to the challenge of dealing with the Coronavirus (Covid-19) pandemic.

Those working across health and social care have shown incredible resolve and flexibility, in many cases being deployed into new roles and into new ways of working across our health and social care system.

The sixteen award categories are:

- Support Worker Award
- Innovation Award
- Volunteers Award
- Midwife Award
- Allied Health Professional Award
- Young Achiever Award
- Unsung Hero Award
- Care for Mental Health Award
- Integrated Care Award
- Tackling Health Inequalities Award (previously Healthier Lifestyle Award)
- Leader of the Year Award
- Nurse Award





- Doctor Award
- Top Team Award
- Global Citizenship Award
- People's Choice Award

The People's Choice Award specifically recognises individuals and teams who have responded so magnificently to the challenge of caring for people during the pandemic, while at the same time maintaining a range of essential services and continuing to provide essential care. The People's Choice Award will be put to a public vote from 13 September.

Please take the time to nominate someone you believe deserves to be recognised across the sixteen award categories for this year.

Nominations will close on 26 August.

For further information, visit: [www.scottishhealthawards.com/](http://www.scottishhealthawards.com/)



# Let's talk South Lanarkshire – have your say on public services in your local community

July 3, 2021



South Lanarkshire residents are being urged to share their views on the future delivery of public services within the area.

The call has come from the local Community Planning Partnership – which brings together public bodies, including South Lanarkshire Council – to work together and with local communities.

A key aim is to design and deliver better services that make a real difference to people's lives. As part of this, the partnership is looking to hear from local people about what they think is working well in the area and what priorities for delivery in the future should be.

Views will be used to help shape the council and community partnership plans and can be given by taking part in an [online survey](#).

Paul Manning, the council's executive director of finance and corporate resources, said: "The strength of partnership working has been more apparent than ever as the various public organisations have pulled together during the Covid pandemic.

"Our local communities themselves have been absolutely central to those efforts, with volunteers and local groups working with us to deliver and shape services. The survey is an important chance for these groups and all individual residents to continue to shape how services are delivered in the future."



The closing date is 8 August.

Anyone who wants to take part but cannot engage with the online survey can request a paper version by writing to Community Engagement Team, South Lanarkshire Council, Floor 6, Almada Street, Hamilton ML3 0AA.

For further information, telephone 0303 123 1017 or email

[communities@southlanarkshire.gov.uk](mailto:communities@southlanarkshire.gov.uk)



# Keep A&E for those who need critical care

July 4, 2021



NHS Lanarkshire is urging the public to access the right care at the right place as it continues to face unprecedented pressures on A&E.

Last week, NHS Lanarkshire highlighted the [continued pressure on health and care services](#) as a result of increased Covid-19 cases, trying to maintain and recover services and a shortage of staff due to annual leave or those having to self-isolate.

As well as the above factors, NHS Lanarkshire is experiencing sustained pressure on A&E with many patients attending for conditions such as back pain and insect bites that could be improved or treated by simple measures taken at home, or, if necessary, with advice from NHS Inform/111 or treatment from your local pharmacy or GP practice.

Dr Calvin Lightbody, A&E consultant at University Hospital Hairmyres, highlights the pressures currently faced at the three acute sites across Lanarkshire and reminds the public to keep A&E for those who need critical care.

“Over the last few weeks, our A&E departments have been as busy as any time I can remember in recent years with numbers extremely high for a sustained period. We had nearly 700 patients in a single day last week across the three hospitals.

“We are seeing a number of seriously ill and critically ill patients with urgent issues such as chest pain, strokes and serious bleeding. However, we are also seeing a number of conditions that would be best treated elsewhere, such as long-standing back pain, sore feet, minor rashes, earache and insect bites.

“These issues shouldn’t be in A&E in the first place. Our A&E department is for those with a life-threatening emergency. If you think you need to attend A&E but it’s not life-threatening, you



should consider the alternatives.

“You can call NHS 24 on 111 day or night, where you will be directed to the right NHS service. If you just need health care advice, then please use the NHS Inform website.

“I would like to reassure the public that while our A&E departments are extremely busy, we are still very much open for business for those who do have an emergency condition.”

As of Wednesday, there are 79 Covid-19 cases across NHS Lanarkshire three acute sites, with 7 people in ICU. As a result of the aforementioned pressures on services, further planned surgeries have been cancelled.

Judith Park, NHS Lanarkshire director of acute services, said: “Unfortunately, we have had to cancel a small number of planned surgeries at University Hospital Wishaw and University Hospital Hairmyres over the last couple of weeks. This is not a decision we take lightly and I would like to apologise for any upset caused.”

This week six orthopaedic inpatients and four urology day cases have been cancelled at University Hospital Hairmyres.

Judith added: “We are seeing higher numbers than we would normally see during the winter period and our staff are struggling to cope. All our staff continue to work extremely hard to ensure that patients are seen and treated as quickly as possible. NHS Lanarkshire continues to provide alternative services so patients can receive care out-with hospital wherever appropriate.

“By getting the right care at the right place we can make sure A&E services are there for those who need it.”

NHS Lanarkshire is also asking those to attend A&E on their own.

Judith said: “Limiting the amount of people waiting in our emergency department helps ensure the safety of our patients. We are asking people to attend alone. Only in exceptional circumstances will anyone be allowed to accompany the patient.

“We understand that this can be distressing and frustrating for some patients but we would like to take the opportunity to remind the public that it’s not appropriate to display abusive behaviour and language to our staff.

“The majority continue to be very supportive of staff. Sadly, however, a minority of people have been engaging in behaviours and attitudes that are completely unacceptable.



“Any form of violent or aggressive behaviour towards our staff, be it verbal or physical, will not be tolerated. We’d plea to people to keep bearing with us and please be kind to our staff and colleagues who are committed to caring, no matter the circumstances.”

Calvin added: “Maintaining physical distancing measures means we are currently limited to 12 seats in our waiting rooms at Hairmyres, where previously we would have been able to accommodate around 30.”



# Walking Challenge 2021 winners and round-up

July 4, 2021



Congratulations go 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 720 million steps – the equivalent of walking over 12 times around the planet or walking to Inverness and back, 1000 times.

The overall winners were The Knockouts, captained by Ogechi Lubeigt, anaesthetic department, University Hospital Wishaw. The team managed a spectacular 4,951.1km, while leading the 'moderately active' category.

On being crowned the winning team, Ogechi said: "As a team, we are absolutely delighted to have won the challenge. It was a very good distraction from the day-to-day madness going on around us. There was a healthy rivalry between the various teams of the anaesthetic department which really spurred us on to put in the distance and made the victory even sweeter."



Ogechi was also the individual with the most steps overall, with a tremendous 1,870km. Ogechi, said: "The challenge certainly brought out a competitive side to me that I didn't even know existed. Nevertheless, I was very surprised to find out that I had covered the greatest distance during the competition. I did have excellent team and we all spurred each other on. It was a great incentive to get back on my bike and increase my cycling distance, which has continued after the competition."



In second place was Suzanne Lees from the Hot Steppers with 1,598km and, in third, Kat Bennett from The Knockouts with 1,362km. An impressive 19 of our colleagues managed over 1,000km individually, and 185 teams got all the way to Rome.

Winners of the 'Very active' category was I Can Step Team 3, captained by Jacqueline Russell, physiotherapist, integrated community support team, Camglen, with 2,978.4km.

Winners of the 'Not very active' category were the Cleland and Udston Hospital team, captained by Stephen Tully, staff nurse, Udston Hospital, who finished with a very impressive 2,406.1km.

And finally, the biggest improvers of the whole challenge were 'Lost in Paaace', captained by Cathy Johnman, consultant in public health at Kirklands Headquarters. They clearly found themselves in the latter few weeks of the challenge and shot up through the ranks as the weeks went on.

If you enjoyed the challenge and want the fun to continue, why not join the [Strava group](#) and continue uploading and sharing your walks, runs, swims and cycles. The group will run challenges and competitions so there are many more chances to win a prize.

The walking challenge organising team is looking to improve the challenge for next year and would welcome your feedback. To provide any comments, or discuss running your own future challenges, please email Georgie Stuart at [Georgie.Stuart@lanarkshire.scot.nhs.uk](mailto:Georgie.Stuart@lanarkshire.scot.nhs.uk)





# Heather's weekly video – Friday 16 July 2021

July 5, 2021



In this video, Heather gives her regular update on the number of Covid-19 cases and the pressures on services across NHS Lanarkshire.

Heather refers to her recent public video published on Facebook where she shared her concern on the pressures on staff and acknowledges the feedback received on the difficulty people are having in accessing their GP.

Heather also speaks about the work being undertaken to develop a policy to enable staff who are not a household contact to return to work with relevant protection to contribute to maintaining patient services.

Heather's video can be viewed on:

- <https://youtu.be/yJV6lrRDYSI>
- <https://vimeo.com/575785089>

# Implementation of 2021 Resuscitation Council Guidelines in NHS Lanarkshire

July 1, 2021



Resuscitation Council UK's (RCUK) Guidelines guarantee that health and care professionals across the UK share the same knowledge base surrounding teamwork and practice.

RCUK published updated guidelines in May 2021 which provided information about basic and advanced life support for adults, paediatrics and newborns, as well as information on the use of automated external defibrillators and other topics.

The guidelines will be implemented in NHS Lanarkshire on 2 August. This will be supported by a series of podcasts summarising the guidelines which will be made available in the coming weeks – look out for more information in the Pulse and staff briefing.

To assist staff, updated online learning materials will be made available via learnPro from 2 August.

In the week beginning 2 August, Karen Hainey (University Hospital Hairmyres), Neila Rodriguez (University Hospital Wishaw) and William Lannigan (University Hospital Monklands) will visit their respective acute clinical areas to deliver updated posters and provide further information if staff have any issues they wish to raise.

Karen Hainey, resuscitation officer, University Hospital Hairmyres, said: "I would advise staff to access the RCUK website to update themselves on the new guidelines.

"Staff within community areas will be contacted by their local resuscitation officer or link officer in due course with updated materials."



The Resuscitation Council Guidelines (RCUK) 2021 can be accessed via their website at:

<https://www.resus.org.uk>



# New collaborative helping to improve outcomes

July 1, 2021



A new improvement collaborative has been launched to help improve clinical outcomes for Lanarkshire patients.

While Lanarkshire has an established infection control programme, the 'Safe in our hands HAI improvement collaborative' aims to support staff to continue to improve their good standards.

The virtual launch event, hosted on MS Teams, saw teams from across NHS Lanarkshire coming together to commit to the continual reduction of HAI infections and improvement in hand hygiene.

Speaking at the launch event, Heather Knox, chief executive for NHS Lanarkshire, said: "Infection control is at the forefront of everyone's mind like never before. Our efforts in controlling infection has taken on new levels of visibility.

"The main purpose for the HAI improvement collaborative is to protect our patients. It's the main focus of everything we do.

"Our patients expect and deserve to receive the healthcare they need without any unnecessary complications. Much of the harm from healthcare associated infection is avoidable.

"This collaborative will help teams to make positive changes by understanding the problems around HAI and committing to change."

Following the pandemic, staff across NHS Lanarkshire have learned to adapt to new changes and to work in different ways.

Staff are always looking at new ways of working to improve their own practice and the experience of their patients.



Professor Amanda Croft, chief nursing officer for Scotland, said: “The pandemic has been really hard for everyone – on both a professional and personal level.

“I would like to thank health and social care staff across Scotland. If it wasn’t for their excellent HAI work in advance of the pandemic, our infection transmission rates would have been a lot higher.

“We know that covid-19 continues to put significant pressure on health and social care services. Transmission in hospital mirrors community transmission and we need to ensure we are continuing to practice high infection control procedures to keep our patients safe.

“We have a fantastic team in Lanarkshire and across Scotland who are making sure that we implement the learnings from the pandemic in order to keep our patients and the public safe.

“This collaborative will help to ensure that IPC measures are robust in our hospitals as we recover from the pandemic.”

As part of the collaborative, teams across the organisation have been encouraged to set clear and measurable improvement goals for their HAI performance.

Professor Jason Leitch, said: “The most successful collaborative are those which are done in controlled environments. They are well led, well measured and give local ownership.

“For them to be successful, those working in the area need to be involved in what changes they would like to make. It needs local ownership of the issue.

“It can be difficult to make big changes, you need to be bold with your ideas and have courage. This collaborative encourages staff to create their own recipe of ideas for reducing HAI across Lanarkshire.

“They can persuade their colleagues to follow suit and make a real difference to patient outcomes.”

For the latest updates on the collaborative, follow ***@safe\_inourhands on twitter.***



# Family fun for summer

July 2, 2021

## GET INTO SUMMER

Now that schools are out for summer, North and South Lanarkshire Leisure will run a variety of programmes for children and young people to take part in.

David Kennedy, health improvement senior – physical activity, NHS Lanarkshire, said: “With Covid restrictions moving in the right direction, we’re thrilled to share all the local activities that children and young people can enjoy free within Lanarkshire, which NHS Lanarkshire staff can take advantage off.”

“Now the sun is shining, it’s the perfect time to get out and enjoy fun and healthy activities.”

### **Getting into Summer**

The Parent Club’s ‘Get Into Summer’ programme helps you find tips and ideas to get your kids out and about, connecting with their friends and making new ones. There are lots of free and discounted activities happening across Lanarkshire to boost their wellbeing and mental health, so take a look and find out what’s happening near you.

[Find summer activities where you are.](#)

### **North Lanarkshire Leisure – Free Programmes**

#### [Get Into Summer](#)

- This summer, North Lanarkshire Leisure will host a range of activities for families and children at Summerlee Museum and North Lanarkshire Heritage Centre, including arts and crafts, outdoor play, science shows and lots more.

#### [Street Soccer](#)

- Street Soccer is for 9-16-year-olds and encourages young people to improve their health and well-being in their communities through football and will take place between 7



9pm at the following venues – Youth Workers will be on site providing other activities, chat and support.

### **Friday and Saturday Night Project**

- The Friday and Saturday Night Projects provide a fun and safe environment for young people (9-17/18 years) to socialise with friends and play a variety of sports. Each Friday and Saturday night, the centres will be closed to the public and available for young people in the community to enjoy a range of sporting activities including football, dance, badminton, basketball and swimming.

### **Girls Football Sessions**

- Delivered in partnership with Villa Park at Ravenscraig Regional Sports Facility for girls aged 5-9 between 5pm and 6pm on Thursdays. To register email [curries@northlan.gov.uk](mailto:curries@northlan.gov.uk)

### **South Lanarkshire Leisure – Free Programmes**

#### **Get Into Summer**

- Everything from sports camps, inflatables, music, dance, art and ASN programmes are gearing up for all the family this summer.

#### **Active Schools**

- South Lanarkshire Leisure and Culture's Active Schools and Sports Development teams are able to provide a wide range of free activities throughout the summer for children and young people to take part in.

#### **Sport and Physical Activity**

- South Lanarkshire Leisure and Culture, Sport and Physical Development Services Programme.

#### **ACE Children's Activities**

- Looking for activities to entertain your children during the summer? Whether it be trying a new sport or meeting new friends, the ACE summer programme is for you.



# Introduction to Good Clinical Practice Training Resumes

July 3, 2021



Steven Marshall and Liz Lennon, NHS Lanarkshire's accredited NHS Research Scotland Good Clinical Practice (NRS GCP) trainers, will resume face-to-face training for researchers involved in clinical trials of investigational medicines. The training – like many other educational activities – was suspended due to Covid-19 impacts, but is returning albeit with a significantly reduced capacity.

It is a legislative requirement that all staff involved with clinical trials of investigative medicines complete GCP training and many staff have found it challenging to maintain this using online training resources.

Steven said: "Face-to-face training allows the staff to share their experience and improves the learning experience and the return of some of our face-to-face training allows staff to complete this training.



"We have decided to initially focus on 'Introduction Training' for those whose training has lapsed while continuing to offer online refresher training to maximise the available capacity".

Training will take place on Friday 27 August in the Ronald Miller Education and Training Suite, University Hospital, Wishaw from 9am to 4.30pm.

To request a place, please email [GoodClinical.PracticeTraining@lanarkshire.scot.nhs.uk](mailto:GoodClinical.PracticeTraining@lanarkshire.scot.nhs.uk)





# New staff wellbeing specialists supporting peers

July 3, 2021



Praise is being given to a new team set up to help NHS staff through the global pandemic and beyond.

A total of nine new staff wellbeing specialists have now begun work within the Staff Care and Wellbeing service.

The new roles follow the phenomenal success of redeployed members of staff who provided help and support during the peak of the pandemic. They worked round the clock to make sure that staff had help when they needed it the most, were there for each other and helped guide teams through an anxious and unpredictable time.

The new roles now give dedicated support to all health and social care staff working across Lanarkshire.

Paul Graham, Head of spiritual care and wellbeing said: "At the start of the pandemic, there was incredible anxiety about the unknown that lay ahead of us and we realised we needed to do something different.

"We trained over 60 peer supporters who had been redeployed to our service. This enabled us to establish staff rest centres, a 24-hour helpline and we started setting up different mechanisms to provide support and easier access to the support.

"Patients are at the heart of everything that we do. But our staff must be our top priority and our staff have been our top priority."

The new staff wellbeing specialists have now begun work, supporting a wide range of staff across the organisation.



Paul added “We spent 5-6 weeks on intensive 1:1 and group training with the new team as they were making connections with teams across NHS Lanarkshire, our two HSCP’s and care homes. Staff Care Specialists are available via the 24 Hr helpline and also through the wellbeing hubs on the three acute sites. They have also been dealing with people on a one to one basis and have been answering the calls on the helpline.

“The staff have been trained in different areas to help support as much as they can. They have been trained in critical incident stress management techniques, group work and values based reflective practice.

“The team help support a range of different NHS Lanarkshire staff. This included medics, team leaders, people who are still working from home and all different areas of health and social care.

“They have worked tirelessly to make sure that staff and teams are supported, especially as many folks are feeling the toll of working in a pandemic for over a year. Colleagues have welcomed the opportunity to have a safe place to share their stories and get some perspective on what they’re living a working through. “

The Staff Care service is available for all, and can be contacted 24 Hrs on 01698 752000.



# Monklands staff reminded of wellbeing support available

July 4, 2021



Karen Goudie - wellbeing support for staff at UHMonklands

Staff working across University Hospital Monklands are being reminded of the wellbeing support available to them, as they battle the Covid-19 pandemic.

With 24 hour support available, staff are encouraged to engage with wellbeing services who can provide professional help and support during these challenging times.

Karen Goudie, chief nurse at University Hospital Monklands, said: "We have all been through quite a difficult 18 months, no matter what your role is throughout the hospital or throughout healthcare. It's been really tough for all of us in different ways.

"We have had over 450 days of dealing with a pandemic, which is not normal business for us within our acute hospital. So we know for sure that's had an impact on many of our staff across all of our hospital.

"It may have well impacted on our personal life as well as our working lives. This is understandable as we have all been through an awful lot.

"I want to reassure teams across the hospital that you are not alone. There is help and support out there if you are suffering from any particular symptoms of anxiety, depression or burn out.

Staff across the hospital are being encouraged to make use of the support available.

Karen added: "There is support there from our colleagues in Psychology services. We also have a number of colleagues in staff care who are there to give you time to talk through some



those issues.

“But what’s important is that you recognise that there are people out there to talk to and who can also signpost you to services, if you need a more tailored package of support.

“I understand that some people don’t feel as confident as others to raise a hand and say that they are struggling, not sleeping or coming to work feels difficult. It can feel hard to make that first step to seek that support

“Please remember there is always someone there. Please don’t suffer in silence. We are here to look after each other.

“If you want to come and see me, my door is always open. Pick up the phone, or come and have a chat. I am really happy to do that and hopefully can point you in the right direction to give you what you need.”

### ***Support available:***

- **Staff Care & Wellbeing Helpline**

Self-referral; one to one support, which can be immediate when you call or you can be linked with a member of staff or peer supporter; critical incident support for individuals and teams; peer support and various reflective practice options

Telephone: 01698 752000 (24-hour helpline)

Email: [staffcare@lanarkshire.scot.nhs.uk](mailto:staffcare@lanarkshire.scot.nhs.uk)

- **NHS Lanarkshire Psychological Services Staff Support Team**

Self-referral or referral from line managers or others in supportive roles; this is a new local specialist Psychology Service for Health and Social Care Staff offering mental health assessment and intervention to individuals and/or teams. A self-referral form will soon be available on the Lanarkshire Mind Matters website.

For a request form

Telephone 01698 687055 (Mon-Fri 9am-5pm) or

Email: [Psychological\\_Services\\_Staff\\_Support\\_Team@lanarkshire.scot.nhs.uk](mailto:Psychological_Services_Staff_Support_Team@lanarkshire.scot.nhs.uk)



- **Workforce Specialist Service (WSS)**

Self-referral service for staff who fall within Statutory Regulation, providing confidential, multidisciplinary mental health treatment service. WSS specialises in treating regulated health and social services professionals as patients and as such are experts at the interface between regulation, employment and mental illness and addiction.

[www.practitionerhealth.nhs.uk/accessing-the-service-in-scotland](http://www.practitionerhealth.nhs.uk/accessing-the-service-in-scotland)

Email: [prac.health@nhs.net](mailto:prac.health@nhs.net)

Telephone: 0300 0303 300 (Mon-Fri 0800-2000, Sat 0800-1400)

Facebook: @nhsprachealth; Instagram @nhs\_prachealth

- **Frontline 19**

A free, independent, confidential service delivering psychological support to frontline staff via Zoom, Skype, FaceTime, mobile phone

[www.frontline19.com](http://www.frontline19.com)

- **Time for Talking**

Self-referral. This is a confidential employee counselling service paid for by NHS Lanarkshire. Staff can receive up to 6 sessions of counselling.

Telephone 0800 970 3980

- **SALUS**

Self-referral; SALUS offers a dedicated confidential staff helpline where you can speak to experienced occupational health nurses/advisors.

Telephone 01698 759333 (Monday-Friday 0830-1630)

- **SHAPE Recovery Programme (Supporting Health and Paramedic Employees involved in providing any direct Covid-19 care)**

Self-referral; SHAPE Recovery offers confidential, personalised 1-1 coaching to prevent both PTSD and depression prior to symptoms reaching a clinical threshold for diagnosis and offers intervention to early emerging symptoms. Six weekly coaching sessions are accessed via your mobile.

[www.shaperecovery.com](http://www.shaperecovery.com)



- **The National Wellbeing Hub**

Self-referral; there is a great range of self-help information on their website specifically to support the wellbeing of health and social care staff in Scotland. They offer confidential compassionate listening and psychological first aid and can also help you find the right support by referring you on to local services.

Telephone: 0800 111 4191 (24/7)

[www.nationalwellbeinghub.scot](http://www.nationalwellbeinghub.scot)

- **Lanarkshire Mind Matters**

Website with resources to support mental health and wellbeing. Self-directed learning with online modules.



# CAMHS service working to tackle ongoing pressures

July 4, 2021



Lanarkshire's Child and Adolescent Mental Health Services (CAMHS), in line with health and care services across the country, continues to experience unprecedented levels of pressure.

These pressures are largely the result of a large rise in the number of people requiring urgent unscheduled care which is impacting on planned care and leading to increased waiting times.

However, those with the most clinical need, high risk and urgent cases continue to be seen as a priority and don't go on a waiting list.

This relates to young people with life threatening presentations of suicidality, significant deliberate self-harm, eating disorders and acute psychiatric presentations.

New referrals are reviewed each day and allocated to clinicians or waiting list according to clinical need. Families may be directed towards other appropriate community health and social care supports.

The service is also operating a waiting list clinic at weekends to offer additional flexibility for families waiting to be seen. This clinic has been designed to provide support including assessing service users' level of priority and signposting to other services where appropriate.

Emer Shepherd, general manager, Specialist Children's Health Services, Health & Social Care North Lanarkshire, said: "We have seen a sustained increase in the number of people accessing the service, particularly those requiring urgent care.

"The complex nature of CAMHS means a range of significant and immediate pressures must be balanced to ensure we respond to demand, but also remobilise the service in such a way that it meets the needs of our young people going forward.



“We are tackling these pressures head on while also redesigning the service so that we can quickly and flexibly meet the needs of the young people we see and empower them to lead a healthy life in their communities.

“The recovery process, by necessity, is a gradual process for many services and this includes CAMHS. It’s important that people are aware of this and why it will take time to return to normal as we adapt to the disruption caused by Covid-19.

“The pandemic is still with us, and, to move to a more ‘business as usual’ approach, we are taking a longer term view and firmly grasping this opportunity to further improve services for young people in Lanarkshire.

“Many of the initiatives and transformations which are being developed and embedded now will play a key role in helping us shape the CAMHS service going forward. This approach is vital to ensure we deliver the services the young people of Lanarkshire need while providing extra clarity for partners and stakeholders.

“On the whole, service users and their families/carers have been very supportive of our staff and the way we are currently delivering services and that is greatly appreciated by staff.

“Throughout the pandemic, CAMHS staff have been exceptional. The wider healthcare system is under a great deal of pressure just now, however our teams are working incredibly hard to continue delivering a high standard of safe and effective care.

“I have nothing but admiration for the way our staff has shown outstanding commitment, resilience and bravery throughout the pandemic. They have had to very quickly totally change the ways they work while also ensuring service users have been safe and their needs met.

“Their dedication to provide safe services for the young people of Lanarkshire has been wonderful.

“While it will take time, we are continuing to make good progress with this work. It’s important that people realise that while services may have changed due to the pandemic, staff have still been working incredibly hard, often in ways that are very different for them.

“As a service, we are determined to emerge from the pandemic stronger than ever.”

