

PULSE

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

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March 2023

We Cycle North Lan – Free Cycling Event

March 2, 2023

Categories: Pulse, Pulse - For You



As Glasgow gets set to welcome the world’s greatest riders at the UCI Cycling World Championships in August, Getting Better Together Shotts is celebrating cycling in all its forms at it’s We Cycle North Lan event, in partnership with Event Scotland.

All are welcome to attend this free event on Saturday 25 March at Strathclyde Country Park – Foreshore Carpark, from 10am – 3pm.

There will be lots of fun activities on the day including: rides for families, adapted bikes, kids’ bikes, mountain bike led rides.

David Kennedy, Health Improvement Senior – Physical Activity, NHS Lanarkshire, said: “This event will be a great opportunity for families to get involved in cycling, either those starting out or those who are already enthusiastic cyclers!

“Cycling is not only a fun and enjoyable activity, but it also provides a multitude of health and social benefits for the entire family.

“For those looking to access a bike, NHS Lanarkshire offers a free 30-day loan of a Brompton bike and GBT Shotts also offer support to anyone looking to purchase their own bike and have low-cost recycled bikes available waiting to be purchased and rehomed.”

Craig Bridges, Strategic Lead, Getting Better Together Shotts, added: “In partnership with Events Scotland, Getting Better Together Shotts is hosting a cycle event to promote the UCI Cycling World Championships and to celebrate cycling in all its forms.

“We feel a community event of this scale is a great opportunity to showcase the brilliant new VeloPark at Strathclyde Country Park and is a great way to bring our work into the community. Community organisations like Getting Better Together, and partners across Lanarkshire and the West, offer so much support to make cycling a means of active health and active travel.

“We look forward to welcoming NHS Lanarkshire staff and residents at our event.”

To access the free, 30-day loan for a Brompton bike sign up [via the online form](#). Or, to get in touch for more information about the event or purchasing a bike, contact: Craig bridges, Strategic Lead, craig@shottshealthyliving.com.

Streamlined communication keeps focus on our young ones

March 2, 2023

Categories: Pulse, Pulse - General News



Communication between Midwifery, Health Visitors and Family Nurse Partnership has now been simplified.

An overhaul of the way the Midwifery service refers 28 week Antenatal notifications and Postnatal handovers of care to Health Visiting and Family Nurse Partnership simplified the process on Wednesday, 01 March.

A new electronic interface between Badgernet and Morse is now making the referral and patient notes handover process far easier.

As a result, the Badgernet/Morse Interface enables the absorption of specific files to be sent from Badgernet to Morse eliminating the need for them to be added manually.

Pauline Wyatt, senior nurse, Health & Social Care North Lanarkshire, said: “This change is far more efficient and supports a more robust record keeping system ensuring essential files are attached to Morse at the point of handover.

“Moira Mooney, digital midwife has led this project and it appears we’re the only board operating this way so credit to Moira for having us advanced to this stage already.

“It’s good to get a more effective and user friendly system in place for exchanging sensitive information.

“I’m sure staff will quickly see the benefits; all the teams concerned work well together so I’m confident this move will be seamless.

“It will also ensure we can focus our attention on the people who use our services while knowing we have easy access to all the information we need.”

Views sought to inform Lanarkshire's palliative care strategy

March 3, 2023

Categories: Pulse, Pulse - General News

Tags: Lanarkshire palliative care strategy, palliative care



Lanarkshire's palliative care strategy is being revised – and health and social care staff (and partners) are encouraged to share their views.

Palliative and end of life care are vital aspects of the support delivered to those living with and dying from any advanced, progressive or incurable condition. Palliative care is not just about care in the last months, days and hours of a person's life, but ensuring quality of life for both patients and families at every stage of the disease process, from diagnosis onwards.

Claire Rae, head of health and social care for South Lanarkshire health and social care partnership, said the aim of revising the strategy is clear. "There is a well-established tradition of partnership working across Lanarkshire, delivering exemplary palliative care with complete compassion. This strategy is about ensuring we continue and build on these standards in a sustainable manner that keeps the person at the centre of everything we do."

Ms Rae added: "Palliative care focuses on the person – not the disease – and applies a holistic approach to meeting the physical, practical, functional, social, emotional and spiritual needs of patients and carers.

"The focus is very much on people and we want to, in the first instance, seek and capture the views from those who deliver care."

A digital survey takes just four minutes to complete and the exercise will also help inform part NHS Lanarkshire's healthcare strategy 'Our Health Together' 2023-2028.

Ms Rae added: "To help shape this crucial document, we are especially keen to hear from those who work across a range of services within Lanarkshire as to what their experience is of both generalist and specialist palliative care services."

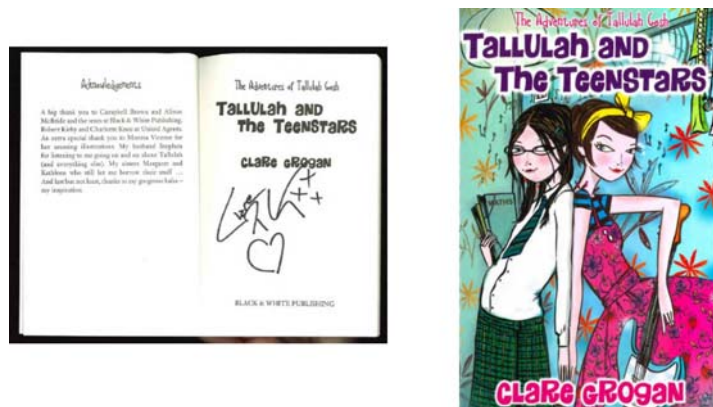
You can take the survey now by visiting: [**Lanarkshire Palliative Care Strategy Scoping Questionnaire \(office.com\)**](#)

The survey will close on Friday 14 April.

Singer Clare Grogan donates book to Monklands mini-library

March 3, 2023

Categories: Pulse, Pulse - Spotlight



Clare Grogan of 1980s Scottish new wave/post-punk group Altered Images donated six copies of her book *Tallulah and the Teenstars* for the staff-run mini library in Monklands rest centre.

Kevin Morrison, library assistant, explains: “I was going to see Altered Images at St Luke’s in Glasgow at the end of last year. I had previously seen them supporting the Cure at Glasgow City Hall way back in June 1980.

“I was going through their Facebook page and noticed that there was a post about Clare Grogan (their singer) donating copies of her book *Tallulah and the Teenstars* ‘to any children’s charities, hospitals, schools or any organisation looking for books to hand in time for Christmas’.

“I got in contact and explained how staff at Monklands had organised their own library in the rest centre run by our well-being team and that there was a children’s section. I asked if we could have some copies of the book.

“Not long after I received a reply from Christine, Clare’s colleague, to say that they were happy to send us some books. Originally Christine was going to send them to us but because of the postal delays at Christmas she would bring them up and give them to me at the gig. I was to go to the merchandise stall to collect them.

“Unfortunately, due to the weather and rail disruption, Christine could not make it up with the merchandise. Christine had sent me an e-mail to tell me this and that Clare was bringing the books, but I didn’t see the e-mail as I was on annual leave and I couldn’t contact Christine at the gig as I had forgot to bring her number with me!

“However, thankfully Clare sent them up to us and they arrived safe and sound. The concert was amazing and well worth the wait, highlight for me was one of my favourite song’s ‘I could be happy’ and Bobby Bluebell’s DJ set was brilliant.”

Keep On Keep Up App proves a hit

March 6, 2023

Categories: Pulse, Pulse - General News



An exercise intervention app designed to help prevent falls in older people has proved popular following initial testing with residents in East Kilbride.

KOKU (Keep On Keep Up) is one of the exemplar projects being publicised on the West of Scotland (WoS) Innovation Hub website which showcases local projects which are helping support some of the key health challenges facing residents across the West of Scotland.

Dr Ana Talbot, Clinical Fellow (Frailty and Falls) with WoS Innovation Hub, and a Consultant in Older Peoples Services at University Hospital Monklands, is currently working on the app which could be developed for application and use throughout the West of Scotland and further afield.

Dr Talbot said: “The KOKU app delivers an exercise programme, which can be personalised according to ability and mobility levels, and is designed to guard against deconditioning and the risk of falls associated with this.

“We held a recent focus group event in East Kilbride and found that people were willing to engage and had access to the kinds of devices that apps such as this are delivered on.

“Around 20 representatives from different sheltered housing complexes attended where they were shown how to access and use KOKU. Most said they had access to digital devices and used apps already. What was positive from the feedback from this group was it seems that there is an appetite for further intervention in this form.

The WoS Innovation Hub, which is hosted by NHS Greater Glasgow and Clyde, is currently working on how the app, piloted by a team at the University of Manchester, could be applied wider across the

West of Scotland.

Ana added: “While most who attended the group already exercised, those who didn’t felt an app like this would help them to do so. This seems encouraging but we still need to do more investigation on to how we make sure as many people as possible are able to benefit from apps such as KOKU.

“We are actively exploring new funding opportunities as this would allow us to investigate possible future application.”

More information of the Keep On Keep Up app is available at <https://kokuhealth.com/>

Farewell to Paula Macleod

March 6, 2023

Categories: Mental Health, Pulse, Pulse - People News



We're gearing up to say a fond farewell to Paula Macleod, general manager of Mental Health & Learning Disabilities, who is retiring at the end of this month.

Paula began her career in 1984 before joining us from NHS Greater Glasgow & Clyde, and taking up her current role in 2015.

Maggs Thomson, head of health, Health and Social Care North Lanarkshire, said: "We'll all miss Paula with her calm and level-headed sensible approach to everything she does.

"Paula has been in the general manager role for eight years now and has made a massive impact on the services we provide for the people of Lanarkshire.

"I know the service is in safe hands with Tracey Coyle taking over from Paula and I know she'll continue to build on her excellent work.

"Paula has spent her career caring for others and I'm sure everyone who has worked with her during her time with us will join me in wishing her congratulations and good luck in her retirement."

In order to say farewell and have the opportunity to congratulate Paula on her retirement, a farewell tea will be held on Friday 31 March at 10am – 11.30am in the Lecture Theatre, Ronald Miller Suite, UHW.

If you are planning to attend, please email Hazel.sandilands@lanarkshire.scot.nhs.uk

Latest discounts from NHS Staff Benefits

March 7, 2023

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.

- **Save 20 per cent off Mother's Day gifts from The Body Shop**

The Body Shop's approach to beauty is – and has always been – radically different. Everything it does is about creating positive change, for you, for communities and for our planet; and it is working continuously to make a positive systemic impact, across society, within beauty culture and right into the corridors of power.

The Body Shop creates products and beauty routines made for every body – that help make people feel good in their skin. It creates safe formulas that respect your skin, respect the environment and that do what they say they do.

NHS staff benefits members can save 20 per cent off The Body Shop products for Mother's Day when shopping with them online. To secure NHS discount, simply copy the exclusive discount code and apply it at the checkout stage when placing your order.

You can also save 20 per cent when shopping at The Body Shop in store – simply show the code at the tills.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/the-body-shop-nhs-discount-mothers-day>

- **15 per cent off full price items from Cath Kidston**

Cath Kidston is a joyful British brand with prints that spark memories and products made for real life. Gifts that pass the joy on. Born in a small shop in Notting Hill in 1993, Cath Kidston is now a global life and style brand in over 40 countries worldwide.

NHS staff benefits members can save 15 per cent off full price items when shopping online with Cath Kidston. To secure the discount, simply use the exclusive discount code at the checkout stage when ordering.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/15-off-full-price-items-from-cath-kidston>

- **30 per cent off all orders from Roses & Cushions – flowers and gifts delivered nationwide UK**

Roses & Cushions are the go-to online store for flower and gift delivery. Delivering to all parts of the country, Roses & Cushions believe in adopting sustainable gifting practices, minimising waste wherever possible while offering a seamless ordering and gifting experience. Choose from a wide range of fresh, dried and preserved flower bouquets, candles, chocolates and other gifts and have them delivered to a loved one the very next day.

Roses & Cushions are offering NHS staff benefits members 30 per cent off flowers and gifts. The offer can also be used for subscription flowers.

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/roses-and-cushions-nhs-discount>

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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Take control of health & ‘Quit Your Way’ on No Smoking Day

March 8, 2023

Categories: Pulse, Pulse - For You

Tags: no smoking day, no smoking day 2023, quit your way



National No Smoking Day (Wednesday 8 March) is often a time when people who smoke decide to make a dedicated decision to give up and stub it out for good.

NHS Lanarkshire is raising awareness of the event by encouraging residents and NHS Lanarkshire staff who smoke to contact its free Quit Your Way service. There they will find a variety of support available to meet specific needs for each person, including:

- one-to-one telephone or video calls;
- local pharmacy support;
- nicotine replacement therapy delivered to people’s homes;
- personalised quit plans.

There are many benefits of quitting smoking, including better health and helping with financial worries, especially for those who may be struggling during the cost of living crisis.

Quitting can also improve mental health, as some may also believe smoking is helping them cope through difficult times, when it actually has the opposite effect and makes them feel worse.

One Lanarkshire resident, who quit smoking with the NHS Lanarkshire Quit Your Way service, said: “I quit smoking for two reasons – my health and the money it was costing. I had previously stopped smoking for around 15 years, however, in 2020 my mum was seriously ill and passed away. It was such a stressful time that I started smoking again and before I knew it I was smoking 20 cigarettes

per day. I was spending £300 a month on cigarettes, and with the way things are going with bills etc increasing, I couldn't do it anymore.

“This time around it hasn't been easy to stop. My adviser has been a fantastic support and gave me lots of hints and tips, I was using the patches and gum to manage withdrawals but I'm only using the gum now and it's getting easier.

“I've been putting this cash by in a tin that I would spend on cigarettes. My grandson wanted a football strip which I thought was too much money to buy him, but after my first 10 days of quitting smoking, I was able to buy it for him. I'm also keeping the money I'm saving for other bills. That was just a part of it though – my health was the main reason and I now have more energy and my house doesn't smell of smoke anymore.”

Shirley Mitchell, senior health improvement manager – Quit Your Way, NHS Lanarkshire, commented: “When it comes to quitting smoking, everyone is different but giving up is not something people have to do on their own

“During this challenging time when people may be struggling more financially and mentally, some might believe smoking helps them relax. However, that relaxed feeling only lasts a short time before they start to feel anxious, tired and depressed. That can then lead to smoking more – it's a vicious circle.

“I'm sure raising further awareness of No Smoking Day will encourage people thinking of quitting smoking to give it a go. Our service is here to support all Lanarkshire residents, even if they have already tried before, as we understand that nicotine is a powerful and addictive substance.”

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 between Monday and Friday from 9am until 5pm or visit [QuitYourWay.scot](https://www.quityourway.scot).

You can now use our '[Click to be Contacted](#)' service, select your local or nearest area, leave your name, preferred contact method and we will be in touch with you.

You can also visit your local community pharmacy for free stop smoking support. Find your [nearest community pharmacy](#).

There is also still time for NHS Lanarkshire staff to register for free access to the [Smoke Free App](#). There are four licenses left for staff to redeem, which are usually worth up to £50 each to access certain features. Staff who sign up will have free access to the app for 12 weeks and will also be provided with free nicotine replacement therapy delivered to their home or to collect from their chosen pharmacy.

Warm tributes to a much-loved colleague

March 9, 2023

Categories: Pulse, Pulse - General News



NHS Lanarkshire colleagues are mourning the sad loss of a valued member of staff.

Ann Auld, lead pharmacist for Prescribing Management passed away peacefully on 23 February 2023.

Ann had worked in Lanarkshire since 2007, initially as one of our prescribing advisors within primary care before taking on the lead pharmacist role for the prescribing management team during 2012.

George Lindsay, who recently retired as the chief pharmacist in primary care, had the great pleasure of working with Ann for many years, commented:

“Ann will be sorely missed by all her colleagues and friends. We will all treasure the memories that we all have.

“Professionally, Ann was an inspiration to us all. Her compassion, commitment and determination was clear to see every day as she worked through many challenges. She was instrumental in growing and developing the prescribing management and then the pharmacotherapy service from a very small number to the extensive team there is today.

“Ann has made a huge contribution to the development of the Primary Care Improvement Plan; her forward thinking and clear vision was second to none.

“Ann was very well respected locally as well as nationally where her knowledge, expertise and views were sought frequently.

“We will miss Ann very much and our warmest condolences to Emma, her daughter and Joe, her partner.”

Mark Russell, Medical Director, South Lanarkshire Health and Social Care Partnership, said:

“The whole Primary Care Team valued Ann’s expertise and she played a key role in developing the systems by which we help GP Practices to ensure that their prescribing is high quality, safe and efficient. More recently she played a significant role in developing services to support patient care in practices through the Primary Care Improvement Programme. Ann was always generous with her time and keen to help new team members get up to speed on her areas of expertise. She will be hugely missed.”

Anne Milne, Deputy Lead Pharmacist Prescribing Management (North HSCP), commented:

“Ann was a very supportive and caring person: she always showed genuine interest in our life and families outside of work and wanted to know you as a person as well as an employee.

“Her commitment to the Prescribing Team was inspirational to us all in her team and she will be missed both personally and professionally.

“We send our condolences to her family at this sad time.”

Many of our staff gathered at Ann’s funeral on Wednesday, 8 March. At Ann’s request it was a celebration of her life with family, friends and colleagues asked to wear colour.

Neonatal team win national award

March 10, 2023

Categories: Pulse, Pulse - Spotlight

Tags: award, neonatal



The Neonatal Multidisciplinary Team at University Hospital Wishaw been named UK neonatal team of 2023.

The team received the award from The Neonatal Nurses Association after being up against stiff opposition across the UK but are delighted to have been named overall winners.

This award acknowledges the incredible efforts of the team during incredibly challenging times to improve the neonatal experience for babies, and families.

Cheryl Clark, Chief Midwife, Maternity and Neonatal Services said: “We are all extremely proud of the team for receiving this prestigious national award.

“It has been a challenging few years but the team have continued to offer care and support to babies and their families and this award recognises their hard work and dedication.”

The Neonatal Nurses Association was established by Beryl Chadney, a senior nurse at the Department of Health. Beryl selected a small group of neonatal nurses from across the country, to address the inadequacies within neonatal nursing at the time.

The purpose of the Neonatal Nurses Association has remained unchanged since then; a national organisation representing neonatal nurses, steered by neonatal nurses to promote neonatal nursing for the benefit of premature and sick newborns and their families throughout the country. For information on the Neonatal Nurses Association visit <https://nna.org.uk/nna-awards/>

Multi-disciplinary approach at Stonehouse Hospital

March 10, 2023

Categories: Pulse, Pulse - General News

Tags: Stonehouse



The team at Stonehouse Hospital talk about their multi-disciplinary approach to patient rehabilitation and how the firebreak as part of Operation FLOW helped with their ongoing work to make the journey home as smooth as possible for those who are transferred from the acute sites.

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

- Vimeo – <https://vimeo.com/806718480>
- YouTube – <https://www.youtube.com/watch?v=HI7fBo9fYWg>

Fraser 'Nose' The Irreparable Damage Cocaine Use Can Do

March 13, 2023

Categories: Pulse, Pulse - General News



Ear, Nose and Throat (ENT) doctors in Lanarkshire, Scotland have issued a major health warning to the people of Scotland who use cocaine on the damage it can cause to the nose when snorted.

ENT doctors, specialising in noses at University Hospital Monklands (UHM) have seen a rise in the number of patients who have suffered irreparable damage to the nasal septum after continued snorting of cocaine.

Fraser, is someone who knows what it is like to have suffered damage to his nose after snorting cocaine. Fraser was initially only using cocaine as a recreational substance, but personal circumstances changed his life, and he began snorting cocaine regularly. Gradually as his nose started to collapse, Fraser stopped going out and socially isolated himself.

When the Covid pandemic hit, the compulsory wearing of face masks were a blessing for Fraser's mental health, as he could face the outside world without people noticing the damage to his nose. But, Fraser sought help. He stopped using cocaine and was referred by his GP to the local ENT department for support with his deteriorating nose but was advised of the possibility that his nose would have to be removed.

Resigned to having a prosthetic nose, Fraser was then referred to Mr Natarajan Balaji (pictured), an ENT consultant at UHM and the current President of the British Society of Facial Plastic Surgery (BSFPS). Initially Mr Balaji was of the same opinion as other doctors and that the best option was to remove the nose. However, after further multiple consultations, an informed choice was made to undertake a reconstructive surgery. Mr Balaji performed the reconstructive surgery on Fraser at the

end of last year to rebuild his nose. Fraser is delighted with the outcome of the surgery, although fully aware that he may need some more minor surgery in the future.

Fraser said: “I cannot thank the ENT team at Monklands enough. Having been told I would lose my nose and to then be told they would be able to rebuild it was incredible. However, I am one of the lucky ones as I started taking cocaine for fun and it was a part of my life for a long time. I am not ashamed of that but I do want other people to think of the damage that snorting cocaine can do to not just their nose but their body.

“The nose is one of the most visible parts of the body and losing that would change your life forever”.

“I am extremely lucky and have changed my life but my story could have been very different and I could be going to bed at night removing my prosthetic nose.”

Mr Balaji said that the number of patients with nose problems due to cocaine use has increased enormously and want people to be aware of the damage snorting cocaine can do.

He said: “Cocaine is cut with other ingredients including Levamisole, which is used in de-worming tablets for dogs and cats, and Phenacetin, an analgesic and fever-reducing drug used in veterinary medicine. Cocaine also has certain types of acids mixed with the ingredients. When snorted, cocaine causes the blood vessels to contract very strongly, and the nasal septum is very sensitive to reduced blood flow. After using cocaine a few times, the nasal structure can begin to die, causing perforations.”

Mr. Nicholas Calder, Ear, Nose and Throat consultant, also specialising in nasal reconstructive surgery, emphasised that the consequences of cocaine use should not be underestimated. He said: “The number of patients we are treating is increasing year on year and patients come to us from a cross section of the population.”

Well-established collaboration crucial to Lanarkshire's firebreak

March 13, 2023

Categories: Pulse, Pulse - Spotlight

Tags: date. discharge, planned



Collaboration and communication strategies that were tempered during the heat of the Covid pandemic have been a fundamental aspect of Lanarkshire's firebreak.

NHS Lanarkshire recently announced a significant reduction in pressure across its three acute hospitals, improving patient care and experience following the instigation of the highly successful nine-day whole system effort. The firebreak, part of Lanarkshire's positive and ongoing Operation FLOW plan, incorporated acute sites, community health and social care, and primary care, all working together.

A major facet of the firebreak – and ongoing endeavours to improve patient care – was the intensive application of Planned Date of Discharge (PDD). The PDD programme aims to establish a clear date of when someone will go home (or to a community setting) – at the earliest possible stage during their stay in hospital. Benefits range from enhanced patient experience to increased system capacity.

The approach, which was piloted in University Hospital Hairmyres in 2020, by South Lanarkshire Health and Social Care Partnership, involves all facets of the health and care system collaborating and communicating seamlessly.

PDD has since been scaled up across Lanarkshire and has been used as an exemplar of good practice across Scotland as part of the national Discharge without Delay (DwD) Programme.

Soumen Sengupta, Director of Health and Social Care for South Lanarkshire, praised the well-established partnership ethic supporting the firebreak and ongoing programme of improvement.

“Echoing the sentiment of my colleagues over the last few days, I want to commend and thank all staff across our acute sites, community health and social care, and primary care.

“As a Lanarkshire-wide team we successfully achieved the first phase of changes to our system that have been so needed.

“The firebreak was characterised by tremendous effort and focus across our whole system and the concentrated application of techniques – including PDD – that have been years in the making.

“There is work to do, and this remains a live and ongoing Operation. I have full confidence we will, collectively, build on this momentum.”

By providing a clear route-map through the hospital ‘journey’, PDD is geared to reducing any uncertainty and anxiety in patients.

Fundamental to PDD is excellent communication between all professionals, from acute, primary care and community, working with the patient at frequent Multidisciplinary team meetings (MDTs).

The MDTs have also been identified as a marked success of the firebreak.

Marianne Hayward instigated PDD in Lanarkshire and is now the National Partnership Lead for Urgent and Unscheduled Care, driving the national DwD programme.

She has praised the continued and exemplary dedication of staff and partners.

“PDD is not a new idea and it’s been in place for some time in Lanarkshire,” said Marianne. “The recent period had saw a concerted focus on applying its very simple but effective elements.

“PDD is based on an improved system of working, with smoother, more seamless links between NHS staff, the hospital-based social care workers and the community team.

“In effect, his can be distilled down to strengthening collaboration and communication – which is already underpinned by the existing compassion of staff and partners.”

Marianne added: “Although this is part of an improvement journey, and there will more challenges to negotiate moving forward, we are delighted by the positive indications the firebreak in Lanarkshire has yielded.

“PDD was and is one part of this, but the outcomes offer yet more concrete evidence of the key principles working, with benefits for patients and staff alike.”

PDD FACTFILE

- Comprehensive and clear communications – including a (visual, written and audio elements) have been pushed to Lanarkshire staff and partners throughout Operation FLOW. These

elements, developed in Lanarkshire, have also informed the national approach.

- As well as recent notable success, the PDD programme also saw a substantial reduction in delayed discharge rates in the pilot phase. Figures presented to South Lanarkshire's Integration Joint Board in December 2020 outlined a 60 per cent reduction in people who experienced a delay in getting home, compared to the previous year.
- For further information on the Communication Strategy designed to support the implementation of DwD, contact DwD Communication Adviser [Euan Duguid](#).
- Further information is available on NHS Lanarkshire's Operation Flow at <https://www.nhslanarkshire.scot.nhs.uk/operationflow/>

Sustaining the FLOW – reflections from Wishaw

March 14, 2023

Categories: Pulse, Pulse - General News

Tags: Operation FLOW, University Hospital Wishaw



The next stage of Operation FLOW’s improvement journey is well underway as the three acute hospitals aim to continue maintaining good flow.

NHS Lanarkshire dramatically reduced pressure across its sites, improving patient care and experience following the successful nine-day “firebreak”.

The firebreak, part of Lanarkshire’s positive and ambitious Operation FLOW plan, resulted in a significant improvement in the percentage of patients meeting the four-hour emergency standard.

It has also led to a big reduction in hospital occupancy levels, creating a safer and more effective environment for patients and staff.

The focus since has been on the next stage of the improvement journey.

We will be running articles this week with some of the positive reflections experienced at each of the acute sites. First up, University Hospital Wishaw.

Ken Dagg, chief of medical services, University Hospital Wishaw said:

“It is now about sustaining flow and building on all of these positives and maintaining the momentum.

“We were able to see, assess and discharge more patients in our medical assessment area on the Monday night following the firebreak because there were no inpatients in the beds. One of the social

work staff saw that as real validation of all the hard work discharging patients from the backdoor and creating space.

“The whole system approach allowed health and social care teams to work together to support patients and families, with criteria-led discharges allowing decisions to be safely delegated.

“The extremely high use of the discharge lounge helped make beds available earlier in the day to facilitate the flow of patients from the front door to those empty beds.”

NextGen careers information event

March 14, 2023

Categories: Pulse, Pulse - General News



The NextGen Programme is facilitated by NHS Lanarkshire's medical education department with the main objective of widening access to medicine in NHS Lanarkshire for the next generation.

The programme works alongside North and South Lanarkshire Councils to offer a structured programme of events for school pupils with the opportunity to meet staff and explore opportunities through a variety of events. The programme hosts frequent careers advice events, medical skills introduction days and facilitates a controlled work experience programme.

Our most recent careers information event, designed to highlight all careers available within NHS Lanarkshire, recently took place on Thursday 2 March and for the first time since 2020 the event went ahead in person.

Three hundred tickets were snapped up by pupils, teachers, parents and guardians to come along to the Medical Education & Training Centre where staff from over 27 different professions were available to chat and share their insights into their profession along with answering questions about qualifications, careers, pathways etc.

The event was a huge success even with restrictions around numbers still in place and the centre was buzzing for the full three hours.

The next event date of Thursday 7 September has already been secured so if you would like to get involved please drop an email to leeann.montgomery@lanarkshire.scot.nhs.uk

Beep Beep! Play Talk Read Bus stops at Lanarkshire

March 15, 2023

Categories: Pulse, Pulse - General News



Across February and March, the Parent Club 'Play Talk Read' double decker bus; Benji, visited a variety of sites across Lanarkshire.

The roadshow was supported by NHS Lanarkshire's Health Improvement Team, who promoted the bus locations to local Lanarkshire parents and caregivers to hop on board with their little ones.

The bus included lots of free, fun activities for families to get involved in and play together, including Bookbug sessions, visits from local Police and Fire services, Childsmile as well as arts and crafts, messy play and lots of books!

Over 200 families attended this exciting, family event at their local area; across Craigneuk, Forgewood, Coatbridge and Moodiesburn.

Megan McNeil, Motherwell Health Improvement Practitioner, NHS Lanarkshire, said:

"We were very excited to welcome Benji the Play Talk Read bus back to Lanarkshire.

"Locality health improvement teams worked with local community organisations to identify a location for the bus, and worked together with the Play Talk Read team to promote Benji's visit to as many families as we could.

"We appreciate everyone chipping in to raise awareness of the event, as it led to over 200 families attending and enjoying a fun-filled day out. It was also a great opportunity for health improvement teams to speak to families about different health improvement topics and to promote Lanarkshire's Vitamin D distribution scheme.

“It was great to see so many families come out and have a great day with all the activities on offer, with many asking when Benji will be back!

“We would love to welcome Benji back!”

Karin Thomson, community development assistant, Forgewood Community Centre, commented: “The Play Talk Read Bus visited Forgewood Community Centre where staff braved the cold weather to welcome a steady stream of parents and children for some fun time on the bus.

“Many left with works of art and some followed their visit to the bus with a spot of lunch in the All Stars Community Café within the community centre. Thanks again for having us as one of the venues for the bus.”

Iain Whyte, Glencassels Community Project, added: “It was great having a visit from the Play Talk Read bus, fire & rescue, Police Scotland and special guest Bookbug. All the families had a wonderful time and really hope for another visit from Benji in the future!”

Latest discounts from NHS Staff Benefits

March 15, 2023

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.

- **Save up to 50 per cent off your 2023 Eurocamp holiday**

Are you ready for the summer you have been waiting for? With over 145 parcs from Brittany to Croatia, Eurocamp offers the freedom of the outdoors, all the comforts of your own holiday home, and pools, play and entertainment for all the family.

Whether tucked alongside a sandy beach, nestled in peaceful countryside or close to one of Europe's most sizzling cities, Eurocamp's parcs bring summer days and a whole host of possibilities within easy reach.

To secure the exclusive NHS staff discount, copy the code and book via the landing page or by calling 01606 787125 and quoting the code.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/eurocamp-nhs-discount>

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

At the heart of Perthshire for over 150 years, Crieff Hydro has started to offer a selection of discounts for NHS staff. Plan a stay at Scotland's leading spa hotel resort with 60 in/outdoor activities and five

quality eateries to choose from.

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 discount code and use it at the booking stage. The offer excludes the festive period. The rate will be subject to availability and only available for NHS personnel. The offer is not available in conjunction with any other offer and gift vouchers cannot be used against this.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/20-off-hotel-stays-at-crieff-hydro>

- **10 per cent off entry to Edinburgh Zoo**

Have an unforgettable day out at Edinburgh Zoo with over 2,500 incredible animals from around the world, including the UK's only giant pandas, Scotland's only sloths and the tall herd of Nubian giraffes. Spend the day learning about fabulous flamingos, mischievous meerkats, stunning sun bears and more with daily keeper talks.

There is also on-site catering, including newly refurbished 'The Gannet' fish and chip bar, which boasts a menu that is full of fresh, locally sourced ingredients.

NHS staff benefits members can save 10 per cent off admissions to Edinburgh Zoo. To secure the discount, simply copy the exclusive code, click through to the Edinburgh Zoo website and apply the code at the checkout stage. You will be required to show your valid NHS ID at the zoo for discount to be secured.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/edinburgh-zoo-nhs-discount>

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.

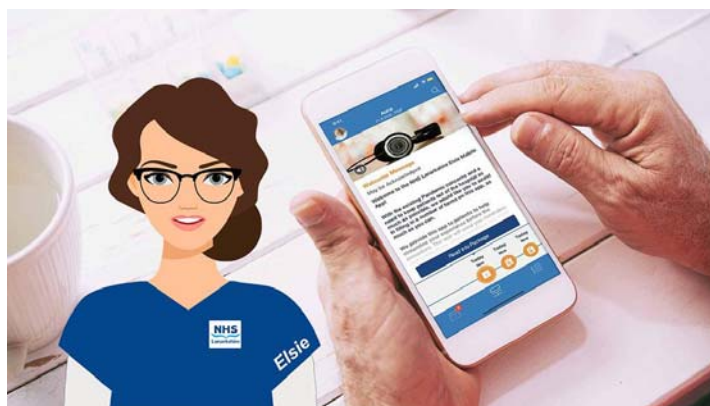
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The Big Shout Out: Have you met our colleague Elsie?

March 15, 2023

Categories: Pulse, Pulse - Spotlight

Tags: Elsie, Pre-operative Assessment, The Big Shout Out



The Pre-Assessment Team have received a Big Shout Out to celebrate their innovative approach to ensuring excellent patient care while working to address capacity challenges.

Elsie is NHS Lanarkshire's Pre-Assessment app, a digital tool that means most patients are no longer required to attend a one-hour appointment in hospital before their procedure or surgery, whilst actually increasing the care and level of contact they receive.

The app has been developed by the Pre-Assessment Team, with every question asked by the app informed by our expert Pre-Assessment Nurses based on what they know patients need at this stage of their care. Patients download the app and complete the required information, as they would have previously provided during a hospital appointment. This information is then checked by the nursing team, and the app allows a greater level of patient-centred care as the built-in messaging service means patients can ask questions and get a direct response from one of our nurses.



YouTube video player

<https://youtube.com/watch?v=>



Judith Park, Director of Acute Services said: “The work of the team reaching across Lanarkshire, is absolutely phenomenal. Elsie is an incredibly innovative piece of work that shows what we can do with digital innovation to make things better for our patients and staff.”

The Big Shout Out praises NHS Lanarkshire teams for taking an innovative, creative and patient-centred approach to working, and recognises the unique contribution staff make to overcoming the challenges faced across the entire healthcare system.

For more info, visit: <https://www.nhslanarkshire.scot.nhs.uk/the-big-shout-out/>

Nutrition and Hydration Week

2023

March 16, 2023

Categories: Pulse, Pulse - For You



Nutrition and Hydration Week 2023 is here! Taking place this week (13-19 March), the campaign is supported by The British Dietetics Association and highlights good practices in food and drink in social and healthcare around the world.

NHS Lanarkshire's Health Improvement Department is sharing helpful top tips on topics such as eating well, how to stay hydrated, food shopping on a budget, healthy snacking and how sleep and mood can affect dietary intake.

Susan Short, public health nutritionist – Health Improvement, NHS Lanarkshire said: “Nutrition and Hydration Week is a fabulous opportunity to support those looking to make healthy changes in their life by providing helpful and useful information on how to get started and achieve a healthier and more nutritionally balanced diet.

“Good nutrition and hydration are important to maintain good physical and mental health and wellbeing. Having a variety of foods from the main food groups (carbohydrates, fruits and vegetables, high protein foods and dairy and alternatives) ensures we get all the vitamins, minerals and nutrients we need.”

Hilary Pierce, dietetic lead – Healthy Lifestyle and Weight Management Service, NHS Lanarkshire, added: “We want to promote positive messages around lifestyle and nutrition. Our service has a range of easy-access, healthy initiatives for those looking to make lifestyle tweaks.

“For those looking to make positive changes to their diet, every small step counts. It's not solely about weight loss, a healthy, balanced diet is an important part of maintaining good health, and can help us feel our best.”

Planning ahead

Planning ahead can often be key to ensure that our dietary intake remains balanced, some key tips to plan ahead could be:

- Planning out your meals for a few days in advance or the full week
- Planning into your week how you can achieve 5 portions of fruit and vegetables a day
- Creating a shopping list, will help you to make sure you get all the ingredients you need to cook the meals you plan to

[Find out more](#) practical tips to make healthy changes within your diet.

Good hydration

Good hydration is one of the most important aspects of a healthy diet.

Our bodies are very good at giving us hunger signals, tiredness signals when to visit the bathroom, but not so good at letting us know we are dehydrated until we are very dehydrated.

Did you know your body needs 1.5-2 litres of fluid per day? You may have heard this described as 6-8 cups per day too.

[Find out more](#) information about staying hydrated.

Healthier snacks

Snacks can be included as part of a healthy, balanced diet, they can provide energy, nutrients and essential vitamins if we choose carefully and plan ahead.

[Find out more](#) healthy snack ideas.

Food and Mood

Often when our mood is low, it can affect food choices or how we feel about our choices, with negative unhelpful thoughts. But did you know food can have mood-enhancing effects also? When our diet is lacking in certain vitamins and minerals, it can make us feel sluggish, lack energy and therefore lower our mood.

Long gaps without eating i.e. working on through meeting after meeting without eating, can lower our energy levels and therefore our mood can be affected. We need fuel for our bodies and brains like a car needs petrol.

[Find out more](#) information on food and mood

Healthy changes

A healthy, balanced diet is an important part of maintaining good health, and can help us feel our best.

Healthy changes happen best when we make small, realistic changes to how we eat and the level of physical activity we do.

[Find out more](#) practical tips to make healthy changes within your diet.

Sustaining the FLOW – reflections from Hairmyres

March 16, 2023

Categories: Pulse, Pulse - General News

Tags: Operation FLOW, University Hospital Hairmyres



The next stage of Operation FLOW’s improvement journey is well underway as the three acute hospitals aim to continue maintaining good flow.

We are running articles this week with some of the positive reflections experienced at each of the acute sites as well as across the health and social care partnerships.

Here we look at some of the positive reflections from University Hospital Hairmyres.

CJ Graham, deputy director of hospital services at University Hospital Hairmyres said:

“The firebreak was great for relationship building. The support from our partnership colleagues has proven invaluable in achieving better outcomes for patients. The firebreak highlighted the demands on the ward staff and the difference of having support to facilitate discharge can make.

“The staff feel supported and this in turn has created immediate benefits and a safer environment for patients and staff. The focus now is on the next stage of this improvement journey and maintaining good flow.”

Lise Axford, chief of nursing services at University Hospital Hairmyres added:

“The firebreak saw positive partnership engagement, working closely with senior nurses in the community to facilitate complex discharges and end of life care pathways. There was also positive engagement with allied health professions, promoting patient-centre goals for every patient and understanding realistic needs analysis.

“The teamwork was also evident through greater information sharing and integrated social work liaison.

“We really benefited from the release of senior nursing time to support with decision making and, by having meetings stood down, this protection of time allowed actions to be prioritised.

“We have been developing criteria to understand acute needs and realistic discharge goals. There is still a lot of work to be done including the need to develop realistic medicine further.”

Read reflections from University Hospital Wishaw [here](#).

Building on the success of Operation FLOW – the view from the North

March 17, 2023

Categories: Pulse, Pulse - Spotlight



Health & Social Care North Lanarkshire staff have been thanked for their excellent work leading up to, and during, Operation FLOW's firebreak.

The partnership's staff played a huge role decompressing our whole system and helping reduce ward occupancy levels to 95%. A massive amount of work went in over the nine day Firebreak, with more than 160 supported discharges, increased clinical capacity for Hospital @ Home, rolling out flow bundles to all wards, and our treatment rooms taking minor injuries referrals to name a few.

During the firebreak, Hospital @ Home referrals more than doubled from a typical 49 to 99. The care home pathway was also effective with only one of 10 referrals requiring admission after being assessed by a GP through the out-of-hours service.

In total, our flow navigation centre directed 215 people away from emergency departments when taking in to account service redirection and self-care advice. Our Home Assessment Teams also provided enhanced seven day discharge support as well as supporting patients home from the front door as an alternative to admission.

Chief officer Ross McGuffie said: "It truly was an excellent whole system team effort and feedback has told us that many of our staff felt listened to and supported. It's encouraging to hear that so many of us feel it's been very worthwhile in further building relationships and better understanding different roles and responsibilities.

“We have been listening to feedback and identified a number of steps for the next phase of our improvement plan. These include standardising huddles and templates, refocusing our flow and discharge teams, further developing our community urgent care response.

“We couldn’t have achieved all that we did without the buy-in and excellent work of our staff over the last few weeks. I know it was a change in how we work for many of us, however our team rose to the occasion and delivered good, safe care to the people who use our services.

“Given that there are other stages of Operation FLOW to follow, I’m keen to hear further from our teams. All feedback is appreciated, so I’m urging colleagues to get in touch with their thoughts as we look to implement our optimal flow model, refresh our flow foundation bundle and continue our work with our healthcare planners during phase two of Operation FLOW.

“Sharing learning and adding to that your experience and expertise will be key to building on the progress we have just made and building further on that. Please share any observations, suggestions of questions with me or their line manager.”

Tracy's climbing high

March 17, 2023

Categories: Pulse, Pulse - For You



Tracy Webster will be climbing high after winning the latest Pulse competition.

Tracy, a clinical support worker and healthcare assistant, correctly answered that Ben Nevis is the highest mountain in Scotland.

She wins one month's membership to Hang on Climbing in Hamilton.

On winning the prize, Tracy said: "I entered as like to enter any kind of competition but I never win so I'm buzzing that I've actually won something!"

"I've never been to Hang on Climbing before but would like to take the kids so this is the perfect opportunity."

[Hang On Climbing](#) has over 600 square metres of bouldering surface and has over 180 routes, ranging from beginner friendly to brutally hard. It also has a dedicated kid's climbing area so there is something for everyone.

Thanks to everyone who entered the competition. Don't forget, NHS Staff Benefits members can get 20 per cent off day passes and 23 per cent off monthly memberships at Hang On Climbing. For details, visit: **[Get 20% off day passes and 23% off monthly memberships at Hang On Climbing with NHS! from Hang On Climbing – NHS Staff Benefits](#)**

Sustaining the FLOW – reflections from Monklands

March 20, 2023

Categories: Pulse, Pulse - General News

Tags: Monklands, Operation FLOW



The next stage of Operation FLOW’s improvement journey is well underway as the three acute hospitals aim to continue maintaining good flow.

We are running articles this week with some of the positive reflections experienced at each of the acute sites as well as across the health and social care partnerships.

Here we look at some of the positive reflections from University Hospital Monklands.

Marion Devers, University Hospital Monklands chief of medical services said:

“We saw great team working across all disciplines and a real buzz around the site following the firebreak and we don’t want to lose that. A lot of work went in to put structures and robust processes in place to support the wider multi-disciplinary team.

“The feedback from wards is how much better and safer it feels. This has given the staff a real boost, knowing they are being supported. We want to keep that going.

“There was a real focus and collaborative working to get patients where they needed to be.”

Read reflections from University Hospital Wishaw [here](#) and University Hospital Hairmyres [here](#).

National hub provides menopause advice

March 21, 2023

Categories: Pulse, Pulse - For You



The menopause is a common experience within the workforce, but one which you might not feel comfortable talking about, especially at work.

The National Wellbeing Hub have compiled a page of resources aimed at providing you with guidance and support for managing your menopausal symptoms and helping your colleagues manage theirs.

The National Wellbeing Hub website collates ideas for all health and social care staff on how to stay well. Topics include mental and physical wellbeing and financial wellbeing.

Support for menopause provided by the website includes:

- A menopause yoga session covering movements, breath work and relaxation to support menopause symptoms, with a particular focus on hot flushes
- A video on improving sleep during the menopause
- Information on supporting colleagues in the workplace

The wellbeing hub can be accessed at: <https://wellbeinghub.scot/>

Tribute paid to staff on World Social Work Day

March 21, 2023

Categories: Pulse, Pulse - Spotlight



World Social Work Day, on March 21, is an annual celebration that aims to highlight the achievements of the profession.

Councillor Margaret Walker, Chair of the Social Work Resources Committee, said: “Local social workers play a hugely important part within our public services.

“We all benefit from their commitment to providing care and compassion, to people in our communities, day in, day out.”

Soumen Sengupta, Director of Health and Social Care for South Lanarkshire added “Today takes on particular resonance given our still recent experience of the hardest winter for social care and health care services on record, as well as the challenging workforce and financial realities in front of us.

“But the professionalism and adaptability of our social workers – and indeed of all of our social care colleagues – is a source of strength and confidence within our health and social care family.

Mr Sengupta added, “From all of my conversations with staff I am always inspired by their individual and collective commitment to the safety and wellbeing to those local people we provide support to across our diverse communities.

“My thanks again to each and every one of our valued colleagues in social work and across social care for the difference they make to the lives of people every day.”

Celebration event for graduates

March 22, 2023

Categories: Pulse, Pulse - General News



A celebration event for the graduates of two programmes took place on Monday 6 March at University Hospital Wishaw.

Those completing the courses SCIL (Scottish Improvement Leader Programme) and SCLIP (Scottish Coaching and Leading for Improvement programme) joined with colleagues to share their learning and talk about their experiences. The event was opened by new executive medical director Dr Chris Deighan.

We were also lucky to be joined by previous graduates who spoke about the skills they learned on these courses and how they have taken these forward within their work.

Projects discussed on the day ranged from Improving Person Centred Nutritional Care Planning in a Care of the Elderly Ward, Wayfinding and signage in University Hospital Monklands and South West Scotland Vascular Network.

Karon Cormack, NHS Lanarkshire director of quality said: “It was wonderful to hear about the graduate’s experience on the course and the project they have been involved in.

“Their enthusiasm for improving quality was uplifting and I look forward to seeing what they will do with their skills and knowledge in the future.”

The Improvement Team will inform of any future recruitment for these national courses in the staff briefing.

Latest discounts from NHS Staff Benefits

March 23, 2023

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.

- **£5 per person for entry to Crieff Hydro's Glen's Adventure Park**

Action Glen is the outdoor activity centre sat within the grounds of Crieff Hydro. It offers over 30 outdoor activities including Aloft! tree top adventures, an amazing outdoor adventure park and alpaca trekking. Open to both locals, day visitors or guests to the resort, you can spend a whole day on some thrilling adventures for the whole family.

There are oodles of fun to be had at Crieff Hydro's Glen Adventure Park. Climb to the top of the fort and here the squeals of kids as they take the long slide back down, see who can leap the highest on the bouncy pillows or take one of our mini go karts for a ride. If you are stuck on a Sunday afternoon for something to do with the kids, then here is your answer. And the best bit, parents can cosy up on one of the tables with a lovely cup of freshly brewed coffee from the nearby basecamp.

As an employee of the NHS, you can gain entry to Glen's Adventure Park for just £5 per person (kids and adults included) saving up to £4.50 per child and £1.50 per adult. What is more, as part of the offer, you can also get 20 per cent off other activities too, including Glen's mini off-roaders, mountain bike hire and golf activities such as mini golf.

Just turn up, flash your NHS ID card and the discount(s) will be applied when you arrive.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/glens-adventure-park-nhs-discount>

- **Up to 30 per cent off luxury European holidays with Canvas Holidays plus up to an extra 15% off**

Canvas Holidays have more than 200 amazing destinations to choose from and NHS staff can save up to an extra 15 per cent off bookings.

Canvas Holidays offer luxury self-catering tent, glamping and mobile home holidays at some of the finest campsites across Europe including France, Italy, Spain, Croatia, Germany, Holland and more.

Discover fantastic resorts with swimming pool complexes, recreational facilities, excellent dining and entertainment options, along with a great choice of accommodation including luxury mobile homes glamping tents, lovely lodges and much more.

There has never been a better time to explore camping as your next holiday style choice, as adventures in the outdoors rewards holidaymakers with fresh air, plenty of space and the freedom to do exactly what you want.

Take advantage of the exclusive discount and book today with a low deposit of just £99. Enter the exclusive discount code to the partner code box found on the website when booking online or via telephone (0345-268-0827) – simply quote the discount code at point of booking.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/canvas-holidays-nhs-discount>

- **60 per cent off your first box (plus free delivery) and 25 per cent off all boxes for two months with Gousto**

Tuck into the 75-dish menu, filled with global cuisines, family favourites and Joe Wicks approved healthy options. Precise ingredients and delicious recipes delivered to your doorstep. Meals for every appetite – sorted.

To redeem your NHS staff discount, simply copy the exclusive discount code and apply at the checkout stage. Please note that the offer is valid for new UK customers only.

For more information, including terms and conditions, visit:

<https://www.nhsstaffbenefits.co.uk/deal/gousto-nhs-discount>

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/>

Join the Biggest Hour for Earth

March 24, 2023

Categories: Pulse, Pulse - General News



Earth Hour takes place Saturday 25 March at 8.30pm.

This a global annual event, organised by the World Wildlife Fund, where hundreds of millions of people switch off their lights for one hour to show they care about the planet.

NHS Lanarkshire is taking part by switching off lights at our sites where it is safe to do so, for the hour at 8.30pm on Saturday. You can also take part at home, and show your support for climate change.

You can join the biggest hour for Earth, by switching off for 60 minutes and doing something – anything – positive for our planet.

How you can get involved:

- **Learning about our planet**, perhaps by viewing a documentary or listening to a podcast;
- **Reconnecting with our planet**, for example by spending time in nature, using Google Lens to learn about the plants in your environment;
- **Inspiring others to care for our planet**, perhaps by going on a littler pick;
- **Restoring our planet**, for example by getting out into the garden and planting seeds to attract wildlife.

Share how you got involved in [Earth Hour](#).

Emily Thyng, Energy & Environment Officer, NHS Lanarkshire, said: “Marking Earth Hour is a great way to help raise awareness and underline our commitment to action on climate change. Communication and engagement is a crucial part of sustainability and it plays a central role as part of our sustainability strategy.

“NHS Lanarkshire is taking part by switching off lights at our sites where it is safe to do so. We would also like staff to join in at home, where possible. Dine by candlelight, switch off the TV and play board games or even try out some stargazing!”

Find out more about [Earth Hour](#).

International Day for Epilepsy

March 24, 2023

Categories: Pulse, Pulse - Spotlight



Hospitals across Lanarkshire will light up purple on 26 March, to mark the international day for epilepsy.

Epilepsy is not just one condition, but a group of many different 'epilepsies' with one thing in common: a tendency to have seizures that start in the brain.

There are over half a million people with epilepsy in the UK, so around 1 in 100 people.

Carol McMillan, Paediatric Epilepsy Nurse Specialist, said: "There are about 40 different types of epilepsies. It is a condition that is very individualised to the specific person.

"With that can come a lot of individualised problems along the way. This can be anything from the emotional and psychological impact they may experience to those struggling to gain some seizure control. People can be on a wide variety of medications dependent on their form of epilepsy.

"Since the condition is so individualised, some people can be fine and be able to go on with their lives with minimal support. Other people may face lots of challenges and that's when they come to our team of paediatric epilepsy nurses for support and signposting to available information.

"The one thing that all people with epilepsy do have in common is that every person takes seizures. They can just take different forms such as absences, tonic clonic seizures and myoclonic jerks. Some people have epilepsy that they grow out of and others will be affected throughout their childhood and rest of their lives.

Carol added: "This awareness day gives recognition to this neurological condition. Epilepsy is a condition where someone can look absolutely fine and you don't realise what they are going through.

"Our team wanted to raise the profile of this condition, which currently affects over 400 children in

the Lanarkshire area.”

To raise awareness, Carol and the team also organised a bake sale within University Hospital Wishaw, raising £50 for Epilepsy Action, who provide support sessions and helplines to support emotional wellbeing.

Carol added: “We always say that epilepsy shouldn’t hold you back from enjoying your life. Epilepsy doesn’t define a person.

“We encourage all of our patients not to let the fear of a seizure spoil the here and now. Embrace each day as it comes.

To find out more about epilepsy, visit: <https://www.epilepsy.org.uk/>

Lynsey's fundraising is a runaway success

March 28, 2023

Categories: Pulse, Pulse - General News

Tags: charity, Staff, workforce



Lynsey McCloy, Improvement Advisor in the Primary Care Improvement Team, has been running 10K a day in March to raise money for family friends little Grace, aged 6, and Tommy, 7.

Lynsey said, “Grace and Tommy have been diagnosed with a rare, life-limiting condition called Mitochondrial disease. This is a progressive, degenerative illness that makes every day a challenge for all the family. I’m running every day in March to raise money to create fun experiences for Grace and Tommy. Sometimes I’m joined by friends and colleagues, sometimes I run solo, but I’ll be out running daily until Friday 31 March.”

Lynsey set out to raise £200, and her current fundraising total is a phenomenal 7 times this amount at £1,575.

Any NHS Lanarkshire colleagues wishing to donate to Lynsey’s running challenge or learn more about Mitochondrial disease can do so here <https://www.gofundme.com/f/10k-a-day-in-march-for-grace-tommy>

Wellbeing Hub supports mental wellbeing

March 28, 2023

Categories: Pulse, Pulse - For You



To be able to best care for others, you need to be caring for yourself.

That can sometimes be easier said than done, with common challenges like finding the time and space, feeling selfish for putting yourself first, or even just knowing where to start, to be overcome.

The National Wellbeing Hub have compiled a page of resources to help you look after your mental wellbeing, and hopefully help you find a way through some of life's challenges.

The National Wellbeing Hub website collates ideas for all health and social care staff on how to stay well. Topics include mental and physical wellbeing and financial wellbeing.

Advice given includes:

- Top tips for managing stress and burn out
- Tips for managing anxiety
- Information on improving your sleep
- Coping with grief

The website also includes a ten minute guided relaxation session, relaxation technique and advice if you feel you have a low mood.

The wellbeing hub can be accessed at: <https://wellbeinghub.scot/>

Support is also available on [the NHS Lanarkshire website.](#)

Pharmacy support to increase quitting smoking success

March 28, 2023

Categories: Pulse, Pulse - Spotlight

Tags: pharmacy help to quit smoking, quit smoking help, quit smoking pharmacy, stop smoking



Lanarkshire Pharmacies are ready and waiting to support people who smoke to quit, through the free and friendly stop smoking service; Quit Your Way.

Trained pharmacy staff supported hundreds of Lanarkshire residents to quit smoking in 2022, and anyone who is thinking of quitting smoking is welcomed into the service. There they'll find support to meet the specific needs for each person, including Nicotine Replacement Therapy and personalised quit plans.

Kelly-Ann Atkins, from Motherwell, who quit smoking five weeks ago with support from her local pharmacy, said: "I've wanted to quit smoking for years for health reasons and was breathless climbing stairs.

"I quit smoking 10 years ago for eight months but due to stress I started again. Since stopping smoking again, I've more money to spend and save, and my anxiety and cravings have also reduced.

"It was really easy to get started, I had an initial visit then came back the next week to start. I had Nicotine Replacement Products prescribed and spoke to the pharmacist weekly.

"I've already recommended the service to a friend in work who has started her quit attempt. You get more support than just buying the products and going to see the pharmacist holds you accountable."

Laila Shah, pharmacy technician at the Motherwell Boots store, who supported Kelly-Ann to quit, commented: "I find it extremely rewarding to help people to quit smoking. When

customers come in for advice about quitting smoking I'm happy taking the first step to ask if they would like to be referred to our Quit Your Way service.

"I love helping people so every person's journey through the stop smoking programme is really worthwhile, especially if they get their 12-week quit certificate at the end. And for those who don't manage to quit right away, I let them know I'm here for when they're ready to try again.

"Those who have quit smoking can enjoy a better quality of life and can spend the money they save on cigarettes doing things they enjoy."

Lorraine Grant, store manager at the Motherwell Boots store, added: "I would encourage anyone who currently smokes to come to their local pharmacy for a quick chat about the help available to them to stop smoking.

"Whether they feel ready to do it now or not, having a bit of background to the programme and what to expect could hopefully take some of those nerves away when the time is right for them to start.

"We genuinely want to see people succeed in their journey to stopping smoking and want to help in any way we can."

Yvonne Colquhoun, Health Improvement Senior – Quit Your Way Pharmacy Service, NHS Lanarkshire, added: "Community pharmacies continue to do an amazing job to support Lanarkshire residents to quit smoking.

"We understand people who smoke might feel nervous to ask for support, especially if they have tried to quit once or twice before, however local community pharmacies can offer friendly information and advice, as well as ongoing support and free nicotine replacement therapy, which can increase people's chances of quitting."

To find out about the pharmacy stop smoking services, find your [nearest community pharmacy](#), visit [QuitYourWay.scot](https://www.quityourway.scot). or call the Quit Your way helpline service on 0800 84 84 84 between Monday – Friday from 9am until 5pm.

Big Shout Out: The Podiatry Hub

March 29, 2023

Categories: Pulse, Pulse - Spotlight

Tags: The Podiatry Hub, the pulse



The Podiatry Hub have received a Big Shout Out to celebrate the new self-referral access centre which has seen a substantial decrease in waiting times for the service.

The newly formed team, who are based at Coathill Hospital help manage the access to podiatry treatment across Lanarkshire, comprise of four full time administration staff and twelve triaging podiatrists.

The service, which has been active since May 2022, sees patients self-referring to the hub either by telephone or email.



YouTube video player

<https://youtube.com/watch?v=>



Jamie Quin, the head of podiatry, said: “The Hub has made such a big impact on the waiting times for Podiatry. At one point, our waiting times were up to 16 weeks. But, thanks to our new clinical triage system, our longest wait is only four weeks.

“Patients that have got a red hot swollen foot will be seen within two working days. Patients with more routine foot conditions will be seen within four to six weeks at the moment.

“The admin component of them have worked really hard over the last six to eight months pulling the service together. They’ve been one of the best people to work with. They all work really hard, really well and they really need a big shout out for them because they’ve made such a difference to us.”

It is estimated that the team have made between 30 and 40 per cent efficiencies, thanks to the high performance of the team.

Claire James, deputy head of podiatry, said: “We’ve used the modern outpatient approach to put in place ACRT patient initiated review and our call centre approach. The impact that it’s had on service is that staff now spend more time with patients than on admin tasks.”

The open referral system is also helping to save time for colleagues in primary care, reducing the need to make referrals.

Peter McCrossan, director for Allied Health Professions, said: “I was most impressed with the dedication and the skills of the staff within the Hub.

“I’m aware of the increase in capacity that this hub has brought and the reduction in the waiting times which has really been quite substantial. And it’s an area where I’m keen to develop the hub approach in other professions.

“I would just like to take this opportunity to thank the Hub team who have been instrumental in bringing this project to life.”

The Big Shout Out praises NHS Lanarkshire teams for taking an innovative, creative and patient-centred approach to working, and recognises the unique contribution staff make to overcoming the challenges faced across the entire healthcare system.

Health & Social Care North Lanarkshire's plan for the next three years approved

March 30, 2023

Categories: Pulse, Pulse - General News



Health & Social Care North Lanarkshire's bold new Strategic Commissioning Plan for the next three years has been approved by the North Lanarkshire Integration Joint Board.

The plan sets out ambitious key local priorities for health and social care services to ensure people are supported to live in their own homes and lead independent lives in their communities.

It reflects the needs and aspirations of the people who use health and social care services in North Lanarkshire and outlines how services will be delivered to meet those needs.

Key priorities outlined in the plan include improving access to services, reducing health inequalities, and delivering high-quality, person-centred care. The plan also focuses on promoting early intervention and prevention, empowering individuals and communities, fostering partnership working, and contributing towards national health and wellbeing outcomes.

The plan has been developed through a collaborative process featuring input from people who use health and social care services, partners, the public and partnership staff.

A number of engagement events were held with localities, targeted groups, community board members, elected members, Integration Joint Board members, and the strategic planning group. The draft plan was published online alongside a survey questionnaire which allowed people to give their feedback and help further shape the final plan.

Councillor Ayeshah Khan, chair of the North Lanarkshire Integration Joint Board, said: “Person-centred community health and social care services are essential in providing support to individuals, families, and our wider communities to improve their health, wellbeing, and quality of life.

“This plan reflects the hard work and dedication of our staff and partners in developing a shared vision for health and social care in North Lanarkshire. I’m confident it meets the needs of people in their own communities, enabling them to lead better and more independent lives.

“It’s important to thank the people of North Lanarkshire for engaging with the process and contributing to the development of this plan. The engagement process ensured a wide range of people who use services, carers, partner organisations and staff had an opportunity to participate in shaping the plan by sharing their experiences.

“High quality community health and social care services play a crucial role in supporting people with long-term health conditions to maintain their health and reduce the likelihood of hospital admissions or further health complications.

“This plan has been developed to achieve these wide-ranging goals in partnership with our local communities. It reflects the needs and aspirations of the people of North Lanarkshire by helping people to access the wider range of services and support that they need.

“The plan will be implemented over the next three years, with progress monitored regularly to ensure that services continue to meet the needs and goals of local people.”

The Strategic Commissioning Plan 2023-26 can be viewed at: www.hscnl.org.uk/about-us/

New Health & Social Care North Lanarkshire launches new website

March 31, 2023

Categories: Pulse, Pulse - Spotlight



Health & Social Care North Lanarkshire has launched its new website, which will make it even easier for people across North Lanarkshire to access information about services, supports available, and local health and care jobs.

Designed with the user in mind, the website has a clean and modern layout making it easy to find the information people need. People will be able to access information about services in their area, including recruitment opportunities, community health services, and support for carers.

It also carries key documents including locality plans and the Strategic Commissioning Plan which sets out the partnership's priorities for the next three years. In addition, the website provides up-to-date information about Integration Joint Board meetings, which are responsible for the planning of local health and social care services.

It will also be a valuable resource for those looking for health and care jobs in North Lanarkshire, with information about current vacancies and details on how to apply.

Links to our partner organisations including Voluntary Action North Lanarkshire, NHS Lanarkshire, North Lanarkshire Council and the Care Academy are in place to ensure the partnership links people in with the services they need at a click of a button.

Chief officer Ross McGuffie said: "One of our main responsibilities as a partnership is to transform health and social care services to ensure everyone using our services gets the right care and support to

meet their needs.

“Everyone should have access to the information they need to make informed decisions about their health and social care, and this website will help us to achieve that goal. It has been created with the intention of improving access to health and social care services, as well as providing information and resources for people living in the area.

“To do this successfully, it’s vital we engage effectively with the people who use our services or have an interest in them. We can only truly do this if we have effective communication. This website is one of the ways we will keep the people of North Lanarkshire up to date on what’s happening across the partnership and how they can get involved.

“The site will be continually developed to reflect the work of the partnership as it progresses with the new Strategic Commissioning Plan.

“Ultimately, our hope is that the website will make it easier for residents to find the information they need and connect with the resources that can help them lead healthy, fulfilling lives.”

The new website can be visited at: www.hscnl.org.uk