Connections is your magazine. If you have something you wish to be considered for the magazine, please send your stories (of no more than 200 words) along with a high quality photograph to Allan Benzies, Allan.Benzies@nhslothian.scot.nhs.uk or call 07713 088 010.

Let’s celebrate success

Our Celebrating Success Awards have launched and it’s time to recognise and reward the commitment, hard work and dedication of our staff. Nominations for this year’s Awards are open, giving you the opportunity to put forward a colleague or team who put their heart and soul into the care they provide. Nominations will close on 31 March.

Tim Davison, Chief Executive had this to say: “I’m proud to be part of NHS Lothian leading such dedicated, selfless and loyal staff without whom we couldn’t provide the high level of quality and professional care every day.

“The awards showcase the innovative and inspirational work undertaken by our staff and it’s a small but essential way of allowing us to say ‘thank you’ and how important our staff are to us.”

“I encourage staff to take part and nominate those who go above and beyond in their day to day work. They deserve to be recognised.”

We’ve revamped our awards this year, introducing a Young Achiever Award and rebranding Educator of the Year to Leadership Excellence Award, aligning it more to our objectives around staff development and leadership.

The shortlist will be announced in April. The winners will be revealed at the awards ceremony at the Corn Exchange on 13 June 2018. Don’t delay, nominate now. To find out how to nominate and for more information visit the Celebrating Success website at nhslothian.scot.nhs.uk/mediacentre/celebrating_success.

Award Categories
- Staff Member of the Year
- Team of the Year
- Respect for Others Award
- Voluntary Service Award
- Best Example of Quality, Innovation and Productivity
- Caring Champion of the Year
- Lynn Jackson Nurse of the Year Award
- Leadership Excellence Award
- Health Hero
- Young Achiever Award
Getting involved in Quality Improvement (QI)

QI is helping us transform our organisation into one that regularly communicates, captures feedback and actively involves service users in quality management and innovation. So how are we going to do it? Here are just a few ways:

- Continually listen and learn from staff, people receiving care, carers and families
- Identifying areas for improvement using data and feedback
- Getting new ideas for improvement and empowering staff to test them out

How to get involved

Get involved in your local clinical quality programmes and receive quality management and coaching support as well as support from local clinical leads. Currently we have programmes in Endoscopy, Mental Health, Oncology, Stroke, Orthopaedics and Primary Care.

To learn more about QI go to https://qilothian.scot.nhs.uk/

Here's what the pain management team had to say about QI

“It’s been good to “take a step back and not just do what we’ve always done”

“It’s been good to see positive change and make an impact”

You Talk, we’ll Listen!

A message from Judith Mackay, Director of Communications, Engagement and Public Affairs

They say the biggest problem with communication is that we don’t listen to understand, we listen to reply. I’ll be holding that thought pretty close as I get to know NHS Lothian better over the coming weeks and months in my new role here. I am delighted to be joining at a time when we’ll be seeking your input and ideas to help reshape our services so they are fit for the future. I anticipate a lot of dialogue too with our patients, their carers and the public to find out what matters most to them.

My background is in journalism. In over 20 years at the BBC, making news programmes and documentaries for radio and TV, I noticed that the most reluctant interviewees were often those who were making the greatest difference. The same principle held true at NHS Fife where I previously was Head of Communications for the last 18 months. Well, I’ve had plenty of practice persuading reluctant heroes to tell their stories so you’d better watch out – you might be next!

The Communications team handles the media and engages with the public. We liaise with politicians, manage social feeds, and produce publications – print and digital, internal and external. We make video, design graphics and have a hand in emergency planning and even training. But above all else we want to tell NHS Lothian’s great stories... You know where we are!

If you have a story you want to tell then contact us at: Lothian.communications@nhs.net

Thanks

Judith
#WalkTallWithOaklands

Last month, Oaklands School in Edinburgh appeared on STV News to kick-start their fundraising appeal for two Innowalk Pro devices. These motorised training devices allow users with limited or no independent mobility to experience assisted, guided and repetitive movement in an upright or semi-upright position, as well as a leg pattern which is similar to typical walking.

The #WalkTallWithOaklands fundraising campaign will help them to buy two of the machines (one small and one large), which cost around £34,000 each, to keep on a permanent basis. As well as launching a Justgiving page, the school is also looking at setting up activities to raise money over the next few months.

Oaklands recently trialled two Innowalks for a whole month, which made a massive difference to those who used them. More than 20 children with complex and severe disabilities have now been able to experience weight bearing and walking in a safe and supported position. This has also had positive results in terms of their general wellbeing and sleep, as well as improved joint mobility, muscle strength and cardio vascular function.

https://www.justgiving.com/crowdfunding/oaklands-school-innowalkappeal

Harvest Hampers for the Community

Hannah Moncrieff works as an activity coordinator in Willow Ward, Ferryfield House. The team pride themselves in providing excellent person-centred care for older people suffering from dementia and complex needs.

This winter there will be many older people struggling to put food on their table. Hannah wanted to help, in a small way, so she came up with the idea to make up harvest baskets with donations from relatives and staff. The response was amazing and they collected enough food to fill up 15 harvest baskets.

They provided the hampers to local groups such as the Church community centre and a volunteer befriending service. They were able to reach out to some older people in the local community, who would benefit from receiving these hampers.

Well done to Hannah and everyone involved for making the ‘harvest hamper’ initiative a success.

Neonatal Services achieve UNICEF Baby Friendly Certificate!

Well done to NHS Lothian Neonatal and Special Care Services which have been awarded a Certificate of Commitment!

The Baby Friendly Initiative is a global programme to improve the care provided for all mothers and babies. Achieving a Certificate of Commitment recognises that NHS Lothian is dedicated to implementing recognised best practice standards.
During 2017 NHS Lothian embarked on an innovative idea inviting design students from Glasgow School of Art to spend some time in the service and work to identify design based solutions that could be used to improve patient and staff experience within the Edinburgh Cancer Centre.

The programme was run jointly with NHS Ayrshire and Arran. Further to the work some of the students were asked to continue to work on one of the initial concepts identified which looks at patient information provided. The brief was to look at the ‘Chemotherapy: A Guide for Patients’ and their ‘Carers booklet’, evaluate the way that the material is used and then produce a better way of communicating the information to those who require it.

The interns fed back their findings to staff in October and we’re currently reviewing how this could be implemented into future publications.

Further details on this programme can be found at https://www.designinghealthcare.co.uk

A new device has been developed which will assist midwives and all new mums to view the birthing process during waterbirths and homebirths. The device is an easily adjustable, submersible and illuminated (EASI) Birth Mirror.

A huge well done goes to Dr Fiona Denison (Consultant Obstetrician, RIE), who received the Kickstart Digital Entrepreneur Award for the Birth Mirror and a Scottish EDGE11 Wildcard Award. Special mentions go to Sheonagh Brook-Smith (Charge Midwife, NHS Lothian Birth Centre), engineers from the Universities of Heriot-Watt (Prof. Desmulliez) and Loughborough (Dr Torres-Sanchez) and many others for their involvement with the design and manufacture of the birth mirror.

The Kickstart Digital Entrepreneur Award recognises internet entrepreneurialism and online marketing skills. Over 1,000 online votes were received, with the Birth Mirror, receiving more than twice as many votes than second place. The WildCard EDGE Award is designed to support pre-trading Scottish businesses on their start-up journey.

Over 200,000 waterbirths per year worldwide could benefit from the mirror and help annual NHS cost savings over £5M in the UK by reducing the number of sick days due to back strain injuries in midwives. Improving visualisation of the birth process could also make births safer.

Local charities, Edinburgh and Lothian Health Foundation, Tommy’s and Edinburgh University Alumni have funded this project and the team are now applying for further funding to take the product to market by their start-up company Birthing Solutions Ltd.
£48 million hospital redevelopment complete

Before the end of 2017, the First Minister Nicola Sturgeon officially opened the Royal Edinburgh Building – the first phase of the £48 million redevelopment.

Phase one of the redevelopment included new accommodation for the adult acute mental health inpatient service, older people’s mental health assessment, intensive psychiatric care service and the new Robert Fergusson national brain injury unit.

Arriving at the Royal Edinburgh Building on a cold winter’s day, the First Minister accompanied by Minister for Mental Health Maureen Watt, arrived to a warm reception of staff and patients, some of whom were involved in the planning and design of the new facilities, and some who were keen on getting a celebrity selfie.

Professor Alex McMahon, Executive Director, Nursing, Midwifery and Allied Healthcare Professionals Executive Lead, REAS, NHS Lothian, said: “The redevelopment of the Royal Edinburgh Hospital is a major commitment from NHS Lothian to improving mental health services and we have been welcoming patients and staff into our new adult and older people’s mental health wards since the summer months.

“Throughout the building and commissioning process we have involved, listened to and taken on board the views of patients, staff, families and the public. We are now witnessing that these new facilities are providing an improved therapeutic environment for our dedicated staff to deliver high quality care.”

Volunteering with ‘Caring Soles’ (Personal Footcare Service)

Caring Soles is a low cost toenail cutting personal footcare service for people who would struggle to maintain this on a regular basis. The service is delivered by volunteers in various community centres and hubs in Edinburgh.

The Eric Liddell Centre is a local care charity and community hub supporting some of Edinburgh’s most vulnerable people.

You can dip a toe into volunteering with ‘Caring Soles’ by contacting Lisa Jennings at: lisa@ericliddell.org, Tel: 0131 447 4520

Outstanding contributions to the work of Pancreatic Cancer UK

As a result of losing two family members to pancreatic cancer, Kim Rowan has worked tirelessly for the past four years to raise awareness and much needed funds for the disease, and to help influence change for people living with the disease in Scotland.

To recognise her ongoing commitment to the cause, Kim was presented with a Purple Star Award, to thank her for the outstanding contributions she has made to the work of Pancreatic Cancer UK. Kim received her award at the Pancreatic Cancer Awareness Month Scottish Parliamentary event, in front of MSPs, representatives from pancreatic cancer charities, as well as healthcare professionals, researchers, supporters of the cause and other people affected by pancreatic cancer.

SMART Prosthetist Finalist at Scottish Health Awards

Congratulations to Gemma McGinty who was selected as a finalist for the Therapy Award at the Scottish Health Awards 2017. Gemma is a Senior Prosthetist at the SMART (South-East Mobility and Rehabilitation Technology) centre working with amputees and provides artificial arms and legs.

Gemma was nominated by a patient, for making them feel part of the team and working together with the patient to make a new pair of limbs. The patient said “I felt like we were working as a team, not as a patient and a clinician and that we were both experts trying to work out a solution”. As well as making the patient feel part of a team, Gemma also listened to and considered the worries the patient had about trying something new “throughout the process she made me feel in control, she listened to my concerns and never dismissed them, but would seek to find a solution”.

From nomination Gemma was shortlisted and judged by a panel of senior NHS representatives and Government officials. She was voted as a finalist along with the winner and one other finalist.
Recognition for our staff

“Unfailingly compassionate”

Maggie O’Farrell, award winning novelist

The nurses at the Lauriston Place Dermatology Unit treated my daughter, sometimes once a week, for several years. They were unfailingly compassionate, caring and humane: they looked after my daughter with such attention and kindness, every time we went.

Chronic eczema is a relentless, stressful condition to live with; these nurses have a deep understanding of that and are always ready to help out a suffering child or an exhausted, despairing mother. They work with limited resources, with packed schedules and over-full waiting rooms but greet every patient with the same calm smile.

Sister Lowe and her team and Antonia Dailly and colleagues of the Daycare Unit saved my daughter’s skin, quite literally, time and time again. I can never thank them enough. To all the nurses at Lauriston Place: you are angels in disguise.

“My mum’s care by NHS Scotland”

About: General practices in Lothian, Mackinnon House, Royal Infirmary of Edinburgh, at Little France Western General Hospital (Edinburgh)

Posted by Paula G (as a relative), 2 weeks ago

My mum had repeated admissions to hospital, visits from the local GPs and out of hours GP service, and community nurses over a spell of over 2 years before she died. I can’t praise the NHS enough. Not only did she get prompt attention on every occasion, she was always treated with respect, and given time by the professionals who dealt with her. I was also amazed at how joined up the service was - any changes in her medical condition were quickly shared with the relevant professionals. There were also many times when different individuals went beyond the basic essentials of their role.
**Winner of the Slanj Competition**

Dawn Owenson, Receptionist, Dalhousie Medical Practice.

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**Competition**

**Win £100 worth of Love2Shop gift vouchers.**

Did you know that NHS Staff have access to over 200 offers and discounts available at [www.nhsstaffbenefits.co.uk](http://www.nhsstaffbenefits.co.uk)? This includes deals on holiday parks, hotels, holiday homes and that’s not all!

The team at NHS Staff Benefits are always busy sourcing great local deals for staff in the Central Belt of Scotland. This includes everything from health & beauty, days & nights out, home & garden, motoring services and many more. The discounts cover 12 different categories and the latest offers are regularly updated. Every month there is a selection of Mega Deals to get some extra savings, regular competitions and limited time offers.

Some of the companies providing these great discounts are The Scotsman Hotel Edinburgh, Novasol Holiday Homes, David Lloyd Leisure, Papa Johns, Europcar, Jet2holidays and Barrhead travel. Get registered and start saving money today by going to [www.nhsstaffbenefits.co.uk](http://www.nhsstaffbenefits.co.uk)

On top of these great savings we’re also offering one lucky reader £100 worth of Love2Shop vouchers, valid at over 20,000 shops, restaurants and attractions! All you have to do is answer this question:

What discount or offer interests you most and why?

Email all competition entries with your answer, name and phone number to: lothian.communications@nhs.net or send to:

Communications Department
NHS Lothian, Waverley Gate
2-4 Waterloo Place
Edinburgh EH1 3EG
by 23rd March 2018.

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**Celebrating 10 years of NHS Lothian’s Women’s clinic**

Inside Outside, an audiovisual installation of artwork by women who are exiting prostitution, recently came to Edinburgh to celebrate 10 years of NHS Lothian’s Women’s clinic. The clinic provides accessible, non-judgemental sexual healthcare for women involved in prostitution and women with substance misuse or alcohol problems.

The theme of the exhibition is telling people about the reality of prostitution. The masks in the exhibit symbolise the masks which those involved in prostitution wear to distance themselves from their reality.

Katie, a client from the clinic who took part in the exhibition, wrote: “The nurses from the clinic used to come in (to the sauna) and see us. It was nice, reassuring that there was someone who actually cared about the girls. If we needed anything we could go to the clinic to talk to them too.”

Katie has now exited, has a job and has her child back. She says: “We need services to help the girls exit. If a girl wants to leave, give her something to concentrate on. Something concrete, a route out.”

The exhibition was held over three evenings with past and present staff from the Women’s clinic, sexual health staff from Chalmers, and invited guests including senior police officers, councillors, MSPs and members of the judiciary.