

# Slàinte

NHS Western Isles Staff Magazine – Winter 2012

**NHS**  
Eileanan Siar  
Western Isles



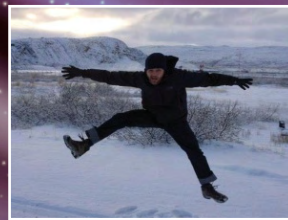
## Western Isles Hospital reaches its 20<sup>th</sup> birthday!



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**NHS**  
Eileanan Siar  
Western Isles

*best at what we do!*

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### SUBMISSIONS

Please send items for the next issue no later than **11 February 2013**. (Due to space limitations, late submissions may be saved and used in a future edition)

The Editor reserves the right to adapt as appropriate any contributions.

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# Slàinte

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Peigi is pictured with her three sons, outside Buckingham Palace.

## Peigi awarded MBE!

Congratulations to local nurse, Peigi Macleod, who attended Buckingham Palace on November 7 to accept her MBE for services to nursing and services to patients with Motor Neurone Disease in Scotland.

Peigi described the day as 'amazing', stating that it was a

'real honour to be there'.

Peigi, the Diabetes Nurse Specialist for NHS Western Isles, was a driving force (alongside her late husband) in establishing the Scottish Motor Neurone Disease Association. Peigi spent years caring for her husband, John, who was diagnosed with Motor Neurone

Disease at a young age.

Peigi has also worked for many years as Diabetes Nurse Specialist for NHS Western Isles; another reason she was nominated for an MBE.

NHS Western Isles would like to congratulate Peigi for this very well deserved honour.

## Competition!



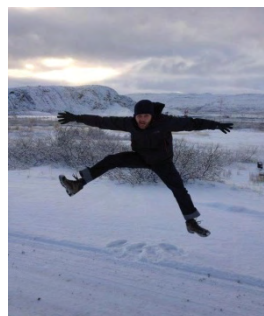
RECRUIT  
& RETAIN

The Recruit and Retain Project Team is looking for images to use in the project's promotional material that sum up what it's like to live and work in the Western Isles.

We are looking for pictures in some of the Western Isles' most beautiful and varied remote and rural locations. Make them as interesting/wacky as you like...

To start you off here's an idea

from Thomas, one of our Project Partners in Greenland.



"I love it here!"

So, do you already have a photograph that you think

captures what it's like for you to live and work here? Or maybe you have an idea for an image – go out and take that photo!

The winning pictures will be used in the Recruit and Retain promotional material that will be used throughout the project in all of our Partner countries – Iceland, Greenland, Norway, Sweden, Canada and Ireland and ROI...and of course on the project's web site ([www.recruitandretain.eu](http://www.recruitandretain.eu))

The overall winner will also receive a prize! Either a framed 12"x16" print of the winning photograph or a £40 voucher from Malcolm Macleod photography that can be spent on something of your choice...

Deadline for entries – Friday 21st December.

Send your entries to [recruitandretain@nhs.net](mailto:recruitandretain@nhs.net)



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# Foreword from the Chair

December, with its prospect of Christmas-time, is the month in the calendar when we tend to reflect on what have been the important events in the year. It is not possible to cover everything that has happened in 2012 in this foreword, but *Slàinte*, as the quarterly magazine of the Western Isles Health Service, regularly reports on what has been significant and outstanding in the service. This edition is no different, full as it is with the stories and details of the lives and accomplishments of staff and with the experiences of patients in the Health Service. In very local terms, 2012 was the twentieth anniversary of the opening of Western Isles Hospital in Stornoway. The launch ceremony was carried out by Prince Charles and there are a number of pictures of Prince Charles meeting the staff

in the contents of this edition. The construction of a new and extended-service hospital was an extremely ambitious project for its time, and the enthusiasm and vision of those involved provided us with a building which has not only stood the test of time, but has also proved resilient in adjusting to changing demands and different clinical circumstances.

2012 witnessed the first Health Board Annual Review carried out by the new Cabinet Secretary for Health, Alex Neil. We had a good story to tell about the achievements of the Health Service in the Islands, especially in demonstrating high standards of patient care which were reflected in very positive assessments in the feedback from the Patient Survey. We also demonstrated significant technological progress through

the use of the digital pen, resulting in less time being spent on administrative duties by nursing staff and more time being spent with patients.

2012 also witnessed the beginning of significant political moves towards integrating Health and Social Care. The close collaboration between Health and Social Work has been with us in the islands for many years, but this provision has run in parallel rather than as a cohesive entity. The result has been occasional mismatches in the patients' experience of care. The reformation of the Service with integrated funds and collective governance arrangements, while challenging for all involved, should improve the life experience of those who require seamless Health and Care.

December is also the month when our thoughts turn inevitably to the coming year. The prospects for the coming year are positive. While control of financial resources remains a constant challenge to the

Health Board, the continued review of Health provision in the islands and improving that provision also remains a constant goal. In this context, the provision for Mental Health is the latest service that has been reviewed at length and proposals for updating the Service will go out to public consultation in the immediate future. The careful and studied consideration of Services, one by one, with sufficient time for analysis and reflection, has resulted in proposals that have generally commended themselves to the public that we serve and we anticipate that keen scrutiny of the Board proposals relating to Mental Health provision will underpin public responses.

As ever, the Health Service relies entirely on the hard work and enthusiasm of staff and on behalf of the Board I wish all staff a Merry Christmas and a Happy New Year.

**Neil R. Galbraith**

## Doggies, dancing and dementia: developing new activities in Clisham Ward

Recent Clisham team meetings have generated lots of ideas for patient activities, ranging from traditional arts and crafts, to musical sessions and pet therapy. Delivering activities in the busy day to day setting of the ward environment can be a challenge. Sometimes the hospital setting itself, with robust rules around things such as infection control, may on occasion be a potential barrier to delivering therapeutic activities.

Such activities, though, have a sizeable body of supporting research evidence, so with the shared benefit of our patients in mind, Clisham staff have been working closely with our Infection Control team, Alzheimer's Scotland and our Dementia Nurse Consultant, Anne Hutchison, to begin to deliver new activities.

Early steps included the introduction of short musical sessions, kindly provided by local musicians and churches. The latest welcome addition to the Clisham team, however, has been Molly the golden Labrador. Molly has been a regular visitor to Alzheimer's



*One of the Clisham patients, Ann Macleod (standing) interacting with Molly. Also in the photograph are Anne Murray, Mental Health Patient Services, Senior Charge Nurse (centre) and Clisham Ward Staff Nurse Janine Mackenzie*

Scotland Day Centre for many years and has proved a big hit with the clients there.

Molly's owner Valerie Macleod said: "Molly was a rescue dog. She helped me recover from an illness I was going through at the time I first got her. She is a gentle wee soul, friendly and very patient; an ideal doggie visitor. The people at

Alzheimer's Scotland all love her. Even if they don't always remember my name, they recognise Molly and love to pet her. My only problem is stopping her getting too many treats from the people there!"

Music and pet therapy has been shown to demonstrate benefits in the following areas:

- Cognitive skills/memory
- Daily living skills
- Spatial and comparative skills
- Sequence of events
- Motor skills
- Social skills

**Janine MacKenzie Staff Nurse and Clisham team**

# Providing care for two decades in Western Isles Hospital

This year marked 20 years since the opening of Western Isles Hospital. The hospital, which took two years to build and cost £32million, first opened to patients in September 1992, providing elderly, psychiatric and acute services all on one site, as well as housing the school of nursing and an accredited GP vocational scheme.

The new facilities, which were officially opened by Lord of the Isles, HRH Prince Charles, on March 26, 1993, replaced the old County and Lewis Hospitals in Stornoway, both of which were over 100 years old at that time.

As reported in the May 1993 issue of Slàinte: "The Prince was welcomed to the Hospital by Western Isles Health Board Chairman Marie MacMillan, with members of the Board and Unit Management Team.

"He was then escorted on his tour by Unit General Manager Brian Liddle and was introduced to patients and members of staff, with whom he spent some time chatting.

"The tour included the psychiatric area, the Day Hospital, the Rehabilitation Department, the League of

Friends Hospital radio, the Macmillan Nurses, the Surgical Ward, Medical Ward, Maternity and Mixed Specialty Wards.

"At the end of his one-hour tour, the prince unveiled a commemorative plaque in the main concourse area and signed a photograph of himself, which is later to be displayed in a prominent area.

"He said he had been extremely impressed by what he had seen and was especially pleased to hear that the new hospital ensured patients now receive their care locally, rather than having to travel to the mainland for treatment."



# Times Gone By



**Christmas Day, Surgical Ward, Lewis Hospital 1968.**

*Back: Student Nurse Hilary Munro; Student Nurse Peggy MacKay; Sister Chrissie Mackay; Santa; Enrolled Nurse Emily MacKay; Enrolled Nurse Margaret Jean Macleod. Front Dr Eric Botheroyd; Student Nurse Catherine Campbell; Staff Nurse Rachel Kennedy; and Mrs Botheroyd.*



**Surgical Ward, 1969.**

*Student Nurse Margaret Morrison (Macmillan), a patient and Staff Nurse Anna M. (Murray) Macleod.*



*Carol Singing, Christmas 1967, Accident and Emergency Department, Western Isles Hospital.*



*The photo above was taken in 1964. Frequently, three was the total number of staff on a shift in the Theatre of the Lewis Hospital. Pictured are (left to right): Student Nurse, Adie Mort (nee Smith) from Keose; Theatre Technician, Jock Stewart; and Staff Nurse, Jinty Morrison (nee Falconer).*



*The photo above was taken at Sister Marion Williams' retiral in September 1979. Sister Williams was appointed as Sister of the Outpatient Department when it opened in approximately 1949, and she was there until her retiral in 1979.*

**NHS**  
**Eileanan Siar**  
**Western Isles**

# Life saving screening programme launches on mobile unit in Western Isles

**The launch of the national Abdominal Aortic Aneurysm (AAA) Screening Programme in the Western Isles in November went extremely well, with 100 per cent attendance from all men invited for screening.**

NHS Western Isles launched the programme on November 19 (International Men's Day) and was one of the first Health Boards in Scotland to launch the programme.

AAAs arise when the wall of the aorta – the main artery in our abdomen that supplies blood to our bodies – becomes weak and balloons out to form an aneurysm, which is a swelling and weakening of the wall of the aorta.

Most men will be unaware that they have an aneurysm as these rarely cause any pain; however a burst aneurysm leads to life threatening bleeding and can result in death.

The AAA Screening Programme aims to find aneurysms before they burst, so that people can be offered treatment to prevent this. What is unique about the service that is being offered in the Western Isles is that screening will take place across the Isles on a mobile unit, rather than just in GP surgeries or hospitals. This will make appointments more accessible, with appointments arranged in people's own communities.

Donald Macleod from

Stornoway would urge men who are called for screening to attend their appointment, stressing that 'it could save your life'.

Mr Macleod was screened during the initial pilot phase. An aneurysm was detected at that stage and he was screened on an ongoing basis by healthcare staff. Mr Macleod was eventually recommended for surgery, when his aneurysm had grown to a certain size and there was concern that it could rupture.

"My repair was carried out successfully, though it was a big operation that took six hours," said Mr Macleod. "I would definitely recommend that other men attend screening appointments; these aneurysms are very serious. The screening saved my life."

Men aged 65 years will be invited to take part in AAA screening through having an ultrasound scan of their abdomen. Men aged 66 years and over can self-refer.

Most men will be told that they do not have an aneurysm and they will not require any further scans as it is very unlikely they will ever develop an aneurysm requiring treatment.

Men who are found to have small or medium sized aneurysms will be invited to have yearly or three-monthly ultrasound scans to monitor its size. Large aneurysms are not common, but can very serious and may require surgery.



*Pictured are NHS Western Isles Chief Executive Gordon Jamieson; Mike Woodley, Radiographer; Emelin Collier, Head of Planning; Steve Wilson, Radiographer; and Marie Morrison, Clinical Support Officer, at the launch of the AAA Screening Service on the Mobile Health Unit.*



*Steve Wilson, Radiographer, on the Mobile Health Unit.*

NHS Western Isles Chief Executive Gordon Jamieson said: "It is estimated that one in 20 men aged 65 in Scotland have an abdominal aortic aneurysm, so it is vitally important that local men attend their appointments to either rule out the condition, to ensure they are effectively monitored, or to get treatment

where this is necessary." More information about the Scottish AAA Screening Programme can be found at <http://www.nhsinform.co.uk/screening/aaa>. An information booklet 'Abdominal Aortic Aneurysm Screening Information – What you need to Know' is available to download from this website.

## Resuscitation and Clinical Skills page update

Two new links have been added to the Resuscitation and Clinical Skills page to support staff with 12 Lead ECG recognition skills.

You can access the Resuscitation & Clinical Skills Page from the NHS Western Isles intranet home page and these links can be found within the training resources/materials section. <http://wihbweb/resusclinicalskills/index.html>



# ‘Proud to be a part of the health service’

A team of caring health professionals from the Western Isles were selected as finalists for the ‘Innovating for Quality Award’ at this year’s Scottish Health Awards ceremony.

Joan Frieslick and her team, together with staff at the Stroke Scottish Centre for Telehealth & Telecare, NHS 24, were nominated for the ‘Innovating for Quality’ Award by their colleagues and were commended for their innovative problem solving skills and dedication to providing quality patient care.

Whilst the ‘Innovating for Quality’ Award was presented to the Department of Tissue Viability in NHS Grampian, the Western Isles team was delighted to have been shortlisted from over 250 nominations, and NHS Western Isles is extremely proud of the team’s success.

Just attending the prestigious awards ceremony and hearing about all the positive developments in the NHS across Scotland was a superb experience for members of the local team, who felt motivated and proud to be part of the



*Pictured (sitting) are Anne Mackenzie, Stroke Rehabilitation Assistant; Joan Frieslick, Senior Charge Nurse, Erisort; and Mark Barber, Stroke Consultant, NHS Lanarkshire. Standing are Claire Greenwood, Physiotherapist, and Anne Reoch, Scottish Centre for Telehealth.*

Scottish Health Service after hearing about the progress and developments of staff across the NHS in Scotland.

The local stroke team faced the issue of having no stroke consultant in the six bed stroke unit in Western Isles Hospital and wanted to improve the quality of care for stroke patients admitted to hospital. The team bypassed the constraints of the conventional clinical leadership model to create a novel clinical leadership package providing health-related services and information via telecommunications.

NHS Lanarkshire was recruited to offer the service, with consultants providing consultations via video or phone. The package has created a quality, sustainable and specialist consultant service providing person-centred, safe and effective care in an economic and practical way. The service is now a substantive service that could be replicated for other services in other areas.

Cabinet Secretary for Health and Wellbeing Alex Neil commented: “I would like to congratulate the winners and the runners up for their enthusiasm and commitment to improving the quality of care delivered by our NHS which I believe is amongst the best in the world.”

## NHS Western Isles signs up to Community Covenant

NHS Western Isles was one of eight local organisations to recently sign up to an Armed Forces Community Covenant, which is a statement of mutual support between the organisations and the local Armed Forces community.

Chief Executive Gordon Jamieson signed the covenant on November 14 on behalf of NHS Western Isles, together with representatives from Highlands and Islands Fire and Rescue Service, Northern Constabulary, Royal British Legion, Comhairle nan

Eilean Siar, Job Centre Plus, Soldiers, Sailors and Airmen Families Association, and Third Sector Hebrides.

The purpose of the covenant is to encourage support for the Armed Forces community working and living in the Western Isles and to recognise and remember the sacrifices made by members of the Armed Forces Community. This includes in-Service and ex-Service personnel, their families and widow(er)s in the Western Isles.



*Chief Executive Gordon Jamieson signs the covenant.*

**NHS**

**Eileanan Siar Western Isles**

If you have any photos or stories, please send them for inclusion in Slàinte. All original photographs will be returned.



*Pictured is the Chair of NHS Western Isles Neil Galbraith getting the flu jab from Associate Chief Operating Officer (Acute) Chrisanne Campbell.*

## Have you had the flu jab yet?

All patient-facing staff in NHS Western Isles are strongly urged to take up the offer of the free flu jab to protect themselves and their patients.

Staff working directly with patients can act as barriers to flu and stop the spread of infection to patients by getting the flu jab. It only takes a few minutes to get, yet can protect you from three strains of flu for around a year.

For the rest of the flu season we will be offering appointments to staff on Monday and Wednesday afternoons. Staff can make an appointment by phoning/ emailing Occupational Health:

- ext 2155
- direct dial 708155
- [joanmckie@nhs.net](mailto:joanmckie@nhs.net)

Flu jabs are also available via the Out of Hours GP in the Emergency Department for night staff. Please phone the Emergency Department (x.2261) between 9pm and 11pm to arrange a time.

**Recent figures show that people with risk conditions who are in hospital with seasonal flu are 18 times more likely to die than healthy people. All patient-facing staff should protect themselves and those they're caring for by getting the flu jab as early as possible.**

## Myths about flu!

### Myth - Only old people get flu

Anyone of any age can catch flu – but certain people are more at risk of serious side effects. This group includes older people, who are at risk because of their age, but also people of any age who have certain long-term medical conditions like heart or lung problems or diabetes or who are pregnant. People of all ages are affected by flu every year.

### Myth - The flu jab gives you flu

A complete myth! The vaccine is not full of live flu bugs but instead contains inactive flu viruses. This means that you won't catch flu from the vaccine, but your body can still recognise the virus and that helps you fight it off if you get it for real. If you experience symptoms such as a sore arm or achiness for a day or so after getting the jab, that can be a sign your immune system is responding and the jab is working.

### Myth – The flu jab hasn't been tested, it's not safe!

A complete myth. All vaccines, including flu vaccines, have to be tested before they can be licensed in the UK, and they have to be licensed before they can be used. Also remember that flu vaccines have been in use since the 1960s, and around a million doses are administered every year in Scotland alone – it's

one of the most commonly administered medicines. Like all medicines, some patients will experience side effects to influenza vaccination but these are generally mild and usually resolve without treatment.

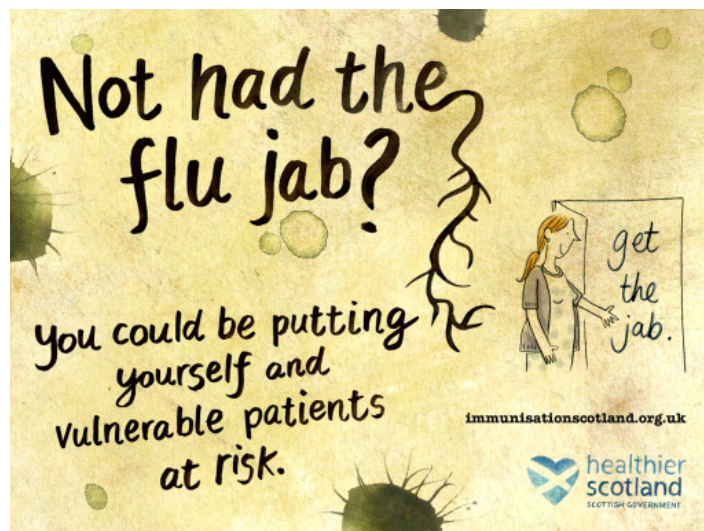
### Myth – It's dangerous for pregnant women and their babies to be vaccinated

When you're pregnant, the immune system changes, so women are at greater risk of complications from flu, such as having a miscarriage or going into premature labour. The flu jab is completely safe and will protect you and your unborn child from three strains of flu. Pregnant women with long-term medical conditions have been eligible for the vaccine for a number of years but the jab is now being offered free to all pregnant women, as we want them to be protected from flu.

### Myth - The flu is just a bad cold

Colds and flu are caused by different strains of virus and the effects vary hugely! Colds come on gradually (runny nose, then sore throat then a cough) but flu hits you straight away and most commonly with a fever.

Flu is a much more dangerous virus which can lead to serious infections and illness. It's a contagious disease of the respiratory tract (nose, throat, and lungs) that can lead to complications including pneumonia, bronchitis, meningitis and encephalitis.



It can lead to the worsening of chronic conditions, such as congestive heart failure, asthma, or diabetes.

Amongst even healthy people flu can disrupt your work and social plans for up to two weeks and you can expect to have a fever, headaches, extreme tiredness, cough, sore throat, nasal congestion, and body aches.

### Myth - Antibiotics can cure flu

Absolutely not! Antibiotics kill bacteria. Flu is caused by viruses, which don't respond to antibiotics. It's like putting your arm in a cast to get rid of a headache. Sometimes people who experience complications as a result of flu can be given antibiotics because they develop a bacterial infection (such as pneumonia) – but this is not flu itself, instead, it's the result of the body being

weakened by flu and letting bacteria take hold.

The best way to protect yourself against flu is to get vaccinated as early as possible.

### Myth - The flu vaccine protects you straight away

It actually takes about ten days for you to be protected against flu after you get the jab – so theoretically you could be vaccinated and then pick up flu before you are fully protected. That is why it is best to get the vaccine as early as possible and before there's lots of flu circulating.

### Myth - Feed a cold and starve a fever

If you're sick you need nutrients and liquids - even if you don't feel like it, you would do well to try and give your body a little bit of what it needs.



Staff who attended the Corporate Induction Day in September 2012.

## New Corporate Induction Programme

The first Pilot Corporate Induction Day was held on March 2, 2012, and 24 new staff attended from Lewis, Harris, the Uists and Barra.

A further 28 staff attended the next Corporate Induction Day in June, followed by the third Corporate Induction Day in September, which 22 new staff attended (see above photo).

The Induction Days are held approximately every three months. Managers need to complete the Local Induction

Checklist within the first 10 days of a new employee starting and a copy should be sent to the Induction Coordinator in the Human Resources Department.

The Corporate Induction takes place over one day, as opposed to three days previously, so it is much more manageable for staff to attend. Several years ago, it was held over five days.

The Corporate Induction Programme is scheduled from

8.45am to 5pm, and consists of sessions titled: 'Welcome to NHS Western Isles', 'Staff Governance', 'Learning and Development', 'Mandatory Hand Hygiene', 'Data Protection/Confidentiality', 'Waste Management', 'Occupational Health', 'Dignity at Work', 'Finance in the NHS' and 'Clinical Governance'.

At each Corporate Induction Day, there are also a range of stalls staffed over lunch-time to provide information to new

employees regarding Unions, Healthy Working Lives, Patient Safety, NHS.net and Learn Pro, Smoking Cessation, Learning and Development and Emergency Planning.

Staff feedback has been very positive, with many commenting about how much they enjoyed the day, meeting other colleagues and gaining information about NHS Western Isles.

**Janet Tierney**

## 100% of patients meet cancer waiting time guarantee

NHS Western Isles is delighted to report that it continues to achieve 100 per cent against cancer waiting time targets.

According to the latest figures, between April 1, 2012 and June 30, 2012, 100 per cent of Western Isles patients suspected to have cancer started treatment within the

target time of 62 days after urgent referral (the national average was 95.3 per cent). Within the same period, all patients in the Western Isles started treatment within the target of 31 days once the decision to treat had been made; exceeding the national average of 98 per cent.

NHS Western Isles Chief Executive Gordon Jamieson said: "The target set by the Scottish Government for both the 31 day and 62 day measures is 95 per cent. We are delighted to be able to continue to report that 100 per cent of patients in the Western Isles are receiving treatment within the national waiting

time guarantees. It's extremely important that both patients and their families to have as short a wait as possible for both diagnostic tests and treatment and that is why these measures are so important."

## Gaelic Healthcare materials at Dunoon Mod

There was much interest shown in NHS Eileanan Siar's Gaelic healthcare materials at our display at the Dunoon National Mod Gaelic Showcase in October.

Pictured at his stall is Murdo Macleod, the Diversity Project Officer, who was supported by Rev Calum Russell, the Board's Gaelic Officer.



## Physio Drop-in Clinic launches on new days

The popular Physiotherapy Drop-in Clinic at Western Isles Hospital has launched with new days and times.

In response to feedback from service users, and the popularity of the Clinic, it will now operate for a pilot period on Monday mornings (8.30am – 9.30am) and Thursday afternoons (1.30pm – 2.30pm).

Limited slots will be available for the Drop-in Clinic and patients will be seen on a first come, first served basis. **Please note that the Drop-in will be temporarily closed for the Festive period.**

# Scottish Government Officer visits the Western Isles to hear about progress in dementia care



Nursing Officer for Mental Health and Learning Disabilities in the Scottish Government, Hugh Masters, visited the Western Isles in September to hear about the progress being made in the Western Isles with regard to dementia care.

Mr Masters, who is also co-lead for the Person Centred Care Quality Council, met with the Head of Mental Health and Learning Disabilities, Mike Hutchison; the Alzheimer's Scotland Nurse Consultant, Anne Hutchison; and the Senior Charge Nurse for Mental Health Inpatient Services, Anne Murray, as well as local nursing staff, staff from Alzheimer's Scotland and the Lead Nurse for Acute Services, Jimmy Myles and Associate Chief Operating Officer for Hospital Services, Chrisanne

*Pictured are Jimmy Myles, Lead Nurse, Acute Services; Anne Hutchison, Alzheimer's Scotland Dementia Nurse Consultant; Chrisanne Campbell, Associate Chief Operating Officer for Hospital Services; Hugh Masters, Nursing Officer for Mental Health and Learning Disabilities, Scottish Government; Emelin Collier, Head of Planning; Anne Murray, Senior Charge Nurse for Mental Health Inpatient Services; Marion MacInnes, Service Manager, Alzheimer's Scotland Western Isles Branch; Mike Hutchison, Head of Mental Health and Learning Disability Services; and Dene Campbell, Ward Sister, Medical 2 Ward, Western Isles Hospital.*

Campbell.

The visit on September 14 gave Mr Masters the opportunity to hear directly from acute service staff about the progress that is being made with regard to the introduction of the Dementia Champions initiative, and to learn about the impact of the new role of the Alzheimer Scotland Dementia Nurse Consultant on the care of people with dementia in acute wards.

Anne Hutchison was appointed as the Alzheimer Scotland

Dementia Nurse Consultant earlier this year and, in that role, she takes the lead on raising care standards within hospitals, and improving the quality of life for people with the condition, as well as their carers and families.

Staff Nurses, Ann Mackenzie and Wendy MacMillan, who work in Western Isles Hospital, were amongst the first dementia champions to graduate in Scotland.

During Mr Masters' visit, the group discussed the planned Care for Older People in

Acute Hospitals Announced Inspection (see article on page 11) and also spoke about raising the profile of the local Alzheimer's Scotland Nurse Consultant within the acute setting.

The group also acknowledged the improvements made in terms of patient care, specifically in one of the acute wards, as a result of a local Dementia Champion, who has helped to raise awareness amongst colleagues of the needs of people with dementia.



Congratulations to two NHS Western Isles members of staff, Alice Macdonald and David Nicolson, who both won the Slàinte Staff Competition in the Autumn 2012 issue.

Alice, a Receptionist, and David, the Occupational Health Community Equipment Storekeeper, both won Panasonic Blu-ray Disc Players. Both Alice and David answered the competition correctly; identifying the new police drugs detection dog as 'Ollie'.

Thanks to everyone who entered the competition – we had a particularly high number of correct entries for this competition, and we look forward to being able to offer staff similar competitions in the future!

## 'Encouraging, supportive and compassionate staff' highlighted in NHS Western Isles inspection report

NHS Western Isles welcomed the publication of the Care for Older People in Acute Hospitals Announced Inspection Report in November, which noted that staff's interpersonal skills were 'very good', with staff engaging positively with patients and demonstrating 'good listening skills'.

The report, published by Healthcare Improvement Scotland, relates to an announced inspection visit to Western Isles Hospital, as part of its programme of inspections on the standard of care for older people in acute care in Scotland. The inspection visit took place on 17-18 October 2012 and four wards were visited as well as the Emergency Department.

Healthcare Improvement Scotland was asked by the Scottish Government to carry out a programme of inspections to provide assurance that older people are being treated with compassion, dignity and respect while they are in an

acute hospital.

There were a number of positive findings and some areas for improvement highlighted in the Western Isles report. One of the key areas of strength was that staff were found to be 'performing well' in relation to the care provided to older people. Surveys and interviews with patients were undertaken as part of the inspection and overall patients were positive about the care and treatment they received. 96% of patients who completed the questionnaire said they had been given clear information about their condition and treatment and all patients said the quality of care they received was good.

Comments included:

*"Happy and satisfied with all care given. Couldn't have got better."*

*"Very happy with care."*

*"My treatment has been excellent and I have been looked after at all times. The staff are helpful and always cheerful."*

The inspectors also state in their report: "We saw and heard warm, caring and meaningful interactions and conversations with patients from a range of staff... We saw many examples where staff were encouraging, supportive and compassionate. They talked to patients in a quiet, gentle and respectful manner... We saw some examples where staff had encouraged patients to be involved in decisions about their own care and treatment."

### Areas for improvement

NHS Western Isles also welcomed the feedback which highlighted areas for improvement. Some important areas for improvement included the need to introduce routine screening for cognitive impairment when older patients are admitted to hospital, the need to update ward and hospital environments to ensure they are more suitable for dementia patients, and the need to enhance care plans to ensure they include the individual

needs of older people.

Also noted in the report was that some patients were experiencing delays in being discharged from hospital, due to delays in care packages being set up by the local authority. Inspectors found that more meaningful activity was required for patients who are medically well, but are required to stay in hospital to wait for a care home package.

NHS Western Isles Chief Executive Gordon Jamieson commented: "I welcome the inspection report into this very important part of the care and services we provide. The learning points and action plan will act as a catalyst for change and a focus for our improvement plans to drive us towards being 'the best at what we do'."

The full inspection report and an improvement action plan developed by NHS Western Isles to address the identified issues are available to view at [www.healthcareimprovement.scotland.org/OPAH.aspx](http://www.healthcareimprovement.scotland.org/OPAH.aspx)

## Western Isles parents raise funds for charities close to their hearts

To mark what was to be the due date of their baby this year, a Western Isles couple decided to take steps to help local families like themselves who have lost babies, and raised money for two special charities close to their hearts.

Karen and Norman Macdonald who live in Harris very sadly lost their baby in December 2011. The baby was due on May 5, 2012, and the couple wanted to mark the day by fundraising for two charities; SiMBA (Simpson's Memory Box Appeal) and Tommy's Charity. They also wanted to purchase a bench in memory of their baby, and to donate something to the Maternity Ward in Western Isles Hospital.

The aim of SiMBA is to provide precious Memory Boxes to Maternity Units, so that any parents who suffer the loss of a baby can find comfort from the Box. Leading the way in maternal and foetal research in the UK, Tommy's Charity aims to give every baby the best chance of being born healthy, by funding medical research into the causes of premature birth, stillbirth and miscarriage.

Karen explained: "We held

fundraising events in Harris on May 5, which was my due date. We had a fun day with a bouncy castle, ice cream and a baking stall as well. My husband and three of his friends (Richard Macleod, Thomas Tyrell and Murdo Morrison) also did a cycle from Stornoway to Harris to raise money. We ended up with a total of £2,100."

A total of £1,000 has gone to Tommy's Charity and £500 will go to SiMBA. The couple are also getting a bench made, which will be placed in the cemetery at Sandwick in memory of the couple's baby. As a gesture to the Maternity Department, Karen and Norman are using the rest of the funds to purchase an ice machine for the Maternity Department in Western Isles Hospital.

Local Midwife Joanne Murray added: "Memories are very precious and have to be right and positive. The Memory Boxes will help to cherish the special memories. We would like to thank Karen and Norman, and their daughters Rebecca (aged six) and Lauren (aged two), for their generous donation."



Pictured are Joanne Murray, Karen Macdonald, Catherine Gillies and Karen's daughter, Lauren (aged two).



Women who attended the main event in Stornoway.



Pictured are Hazel Hebditch, Diane Macleod, Mary Macleod from the Lewis and Harris Breast Cancer Support Group, Michelle McManus and Kenna Macinnes from the Health Promotion Department, NHS Western Isles.



Michelle McManus (back) and Diane Macleod (front) get some pampering at the nailbar at the event in Stornoway.



Pictured are Mairi Campbell, St Brendan's Senior Charge Nurse; Lorna MacDougall, Staff Nurse; Michelle McManus; Mairi MacLeod, Staff Nurse; and Kenna Macinnes, Senior Health Promotion Officer.

## Pink theme hits town as celebrity endorsement events raise breast awareness message

"Time is of the essence and the more we can raise awareness of the importance of checking your breasts for any changes, and going to the doctor if you have any concerns; the closer we come to beating this disease. We are not going to stop until everyone knows how to check themselves."

These were the inspiring closing remarks from Michelle McManus at an event held in Stornoway to launch the local Breast Cancer Awareness campaign.

Around 180 women across the Western Isles, ranging from school pupils to more mature ladies, took advantage of the opportunity to learn about breast care, breast cancer awareness and the importance of self checking, when they attended events held by NHS Western Isles in October, fronted by popular singer and presenter, Michelle McManus.

Whilst the Scottish celebrity (who performed some musical numbers on request at some of the events) was key draw for many who attended, the full agendas also attracted excellent attendance. Expert NHS staff provided sessions on how to be breast aware and

how to self check, and local women who had experienced breast cancer gave personal, touching accounts of the physical and emotional journeys they had been on. In Barra on October 2, the local Learning Disabilities Group helped out with events during the day, and an informal information session held at Cobhair Bharraigh in Castlebay in the evening was equally as well received.

A Detect Cancer Early 'nail bar' was set up during a session in Stornoway on October 4, kindly provided by Cosmetology students in Lews Castle College. Members of the Lewis and Harris Breast Cancer Support Group were also on hand to provide advice and support in Stornoway and delicious pink cupcakes and cookies, provided by the Caladh Hotel, were available at all the events to mark the 'wear it pink' theme for breast cancer awareness.

Following the main session in Stornoway, a special session was held for school pupils and college students, which over 50 young ladies attended. During the sessions, attended by pupils from the Nicolson Institute, student



## the Isles orsed ast sage

nurses and students from the University of the Highlands and Islands, Macmillan breast and lymphoedema nurse Hazel Hebditch provided a session on how to examine your breasts and also spoke to girls on an individual and group basis to provide answers to questions.

### A personal account

Speaking in Stornoway at the main event, local woman, Diane Macleod, who was diagnosed with breast cancer two years ago, gave a very touching and memorable account of how she discovered she had breast cancer, after finding a lump. She went to the doctor about a week after finding the lump, but wasn't overly concerned, and when she was given an appointment at Raigmore Hospital a few weeks later, she travelled alone to Inverness for a mammogram and a scan.

"When they called me back I was expecting them to tell me it was a cyst," she recalled. "She told me they were 99% sure it was breast cancer. It was a huge shock, I never expected to hear that."

The worst part of the process for Diane was making the phone call to her family to



£1,500  
presented to  
Breast Cancer  
Support Group

The Lewis and Harris Breast Cancer Support Group has been successful in obtaining a grant of £1,500 from the Co-operative Community Fund.

In the photograph, David (Co-op Duty Manager) and Gerard

(Co-op Assistant Manager) are seen presenting the cheque to Mary Macleod, Convenor of the Lewis and Harris Breast Cancer Support Group; Euna Maciver, Treasurer of the Lewis and Harris Breast Cancer Support Group; and

Jo Morrison, Administrator of the Lewis and Harris Breast Cancer Support Group.

On behalf of the Lewis and Harris Breast Cancer Support Group, Mary would like to thank the Co-op for this generous grant.

tell them the result. A biopsy confirmed that Diane had breast cancer and, on her return home, Macmillan breast and lymphoedema nurse Hazel Hebditch provided vital support, information and advice.

Diane explained that she had to have a mastectomy, and she also had a very successful reconstruction operation, so her outcome was positive.

Diane, however, admitted that she hadn't been checking her breasts as she should have been and that the lump could have been there for some time. She therefore urged women to become familiar with their own bodies and to check themselves regularly.

NHS Western Isles Senior Charge Nurse, Mairi Campbell (Barra) and Macmillan breast and lymphoedema nurse Hazel Hebditch (Stornoway) each provided informative sessions for women at the events, on how to check their breasts.

"Whatever your age, size or shape, it's really important to take care of your breasts," Hazel explained. "Breast cancer is the most common cancer in the UK and it's very treatable if it's found early."

## New double hospital bed for terminally ill patients at home

To further improve the support and care provided to terminally ill patients and their partners in the Western Isles, NHS Western Isles has purchased a double size hospital bed for use in the community setting. Macmillan Lead Cancer Nurse Gill Chadwick explained: "Having a double bed available for loan will allow couples to stay together, next to each other, right to the very end. Sometimes it can be distressing for a couple, particularly those who have been together for a long time, 40, 50, or even 60 years, to be separated at night-time, particularly when one is terminally ill. Having the double bed will help us to keep couples together, which will provide comfort for them during the most difficult of times."

The bed is the first double hospital bed owned by NHS Western Isles, and it was

funded by donations from the families and friends of people who have been cared for by the local Macmillan Team. It will be available for loan, where the need for a hospital bed in the home setting has been identified by a healthcare professional after a professional assessment.

NHS Western Isles Chief Executive Gordon Jamieson said: "Our aim is to deliver the most appropriate 'end of life' care for patients and to support people to be as comfortable as possible in their final days and weeks. The new double hospital bed, which can be set up in people's own homes, will not only allow couples to stay together until the end and impact positively on their emotional wellbeing, but will also support them to stay in the familiar and comfortable surroundings of home, rather than in hospital or another facility."

## Be Breast Aware – lumps aren't the only sign of breast cancer

### 'Lumps aren't the only sign of breast cancer'

forms part of the national breast cancer awareness campaign, which focuses on how to spot any early signs of cancer.

Being aware of the signs and symptoms of breast cancer is vital to detecting cancer early and ultimately saving lives. In fact, you're five times more likely to survive breast cancer if it's diagnosed and treated at the earliest stage.

NHS Western Isles Macmillan breast and lymphoedema nurse Hazel Hebditch said: "Women need to be breast aware, which means knowing what their breasts look and feel like normally, so that they are aware of any changes and can get them checked out by their doctor. Lumps are of course vital to look out for but there are other important signs too, such as changes to size, shape, texture and discharge as well."

### How do I check my breasts?

There's no right or wrong way to check your breasts. It's important to know how your breasts normally look and feel. That way, you can spot any changes quickly and report them to your GP. Don't check your breasts every day, but you should check your breasts approximately once a month.

Every woman's breasts are different. Many women have one breast bigger than the other. Get used to how your breasts **FEEL** at different times of the month and how they **LOOK** so that you know what's normal for you. This can change during

# DON'T GET SCARED, GET CHECKED

your menstrual cycle. For example, some women have tender and lumpy breasts around the time of their period.

## FEEL

### OPTION 1 -

#### In the Shower or Bath

Using the pads of your fingers, move around your entire breast, in a circular pattern moving from the centre to the outside, checking the entire breast (including the nipple) and armpit area. Make sure you check underneath your breasts, in your bra-line area, in the dip of your collarbone and your upper chest. Gently push into the tissue, covering all areas in a circular pattern. Check both breasts, feeling for any changes such as a lump, thickening, or hardened knot. If you notice any changes you must get them checked.

## FEEL

### OPTION 2 - Lying Down

When lying down, the breast tissue spreads out evenly along the chest wall. Place a pillow under your right shoulder and put your right arm behind your head. Using your left hand, repeat the checking procedure described in Option 1, making sure you cover the entire breast area. Repeat the procedure for the other breast.

## LOOK

### In Front of a Mirror

Visually inspect both of your breasts with your arms at

your sides, and then with your hands on your hips. Next, raise your arms high overhead.

Look for any changes in the contour, any swelling, or dimpling of the skin, or changes in the nipples.

Next, rest your palms on your hips and press firmly to flex your chest muscles. Left and right breasts will not exactly match — few women's breasts do, so look for any dimpling, puckering, or changes, particularly on any one side.

### What do I look out for?

A lump could be an early sign of breast cancer, but there are also other signs to look out for, including:

- a change in the size, outline or shape of your breast, especially when you move your arm or lift your breast
- a change in the look or feel of your skin, such as puckering or dimpling
- any discomfort or pain in one breast, particularly if it's a new pain and doesn't go away
- a new lump, thickening or bumpy area in one breast or armpit that is different from the same area on the other side
- nipple discharge
- bleeding from your nipple
- a moist, red area on your nipple that doesn't heal easily
- breasts becoming red or sore
- any change in nipple position, such as your nipple being pulled in/

turned in or pointing differently

- a rash on or around your nipple

### What if I notice a change in my breast?

Breast changes can happen for many reasons, and most of them aren't serious. Many women have breast lumps, and 9 out of 10 are not cancerous.

However, if you find changes in your breasts that aren't normal for you, it's best to see your GP as soon as possible. We know that some people feel uncomfortable about seeing their doctor for this kind of thing, but your doctor is there to help you. You can take a friend with you if you like. Remember: the earlier breast cancer is diagnosed, the better the chance of successful treatment.

For further information, visit [www.wihb.scot.nhs.uk](http://www.wihb.scot.nhs.uk) and click on the 'Cancer – Don't Get Scared, Get Checked' icon. Alternatively, contact NHS Inform on 0800 22 44 88.

For more information on how to check your breasts, contact your local GP Practice Nurse or Mary Macleod from the Lewis and Harris Breast Cancer Support Group on 01851 700345 or [admin@lhbcsg.org](mailto:admin@lhbcsg.org).





Two of the organisers of this year's Wear it Pink Day at the Health Board Offices, Mira Ostrowska and Janet Mackenzie from the Public Health Department (missing from the photograph is Angela Grant).



Many attended the event at the Health Board Offices...but very few stayed still long enough for a photograph! Pictured are Lorraine Gillies, Norma Macleod and Jeanne Mackay.

## Pink Day at the Health Board Offices!

Staff at the Health Board Offices all wore the pink theme well for an event on October 26 to raise money for the Lewis and Harris Breast Cancer Support Group. The event, which is held on an annual basis and organised by staff in the Public Health Department, was well attended by staff and the pink cakes and treats went down especially well!

A total of £90 was raised for the local breast cancer support group.

## Understanding poverty in the Western Isles

A seminar was recently held in Stornoway on 'Understanding poverty and welfare reforms in the Outer Hebrides'.

The Guest Speaker on the day was Professor John H. McKendrick, from Glasgow Caledonian University, who spoke about the challenges of rural poverty. Roddy Nicolson from the Western Isles Citizens Advice Bureau also spoke at the seminar on welfare changes and debt.

The seminar was attended by representatives from NHS Western Isles, Comhairle nan Eilean Siar, Hebridean Housing Partnership and other interested organisations.

Professor McKendrick stressed that the issue of poverty is becoming ever more prevalent in the current economic climate. He also pointed out that rural poverty is usually hidden and often overshadowed by the national

position.

Board Chair, Neil Galbraith highlighted the links between poverty and health inequalities, stressing that poverty (including fuel poverty) could affect anyone.

Cllr Angus McCormack, who is a Non Executive Director on the Board, stressed the importance of agencies working together to tackle poverty in the Western Isles.

Pictured are John Maciver, Hebridean Housing Partnership; Professor John McKendrick; Mary Maclean, NHS Western Isles; and Gayle Findlay, Community Planning Partnership



## Hand Hygiene at 98% compliance

NHS Western Isles achieved 98 per cent hand hygiene compliance in the latest Compliance with Hand Hygiene Audit Report.

Every healthcare worker, caregiver or person involved in direct or indirect patient care needs to be aware of hand hygiene and should be able to perform it correctly and at the right time.

**Remember the five important moments when hand hygiene must be performed:**

1. Before touching a patient
2. Before a clean/aseptic procedure
3. After body fluid exposure risk
4. After touching a patient
5. After touching patient surroundings.

# Learning disability group to train local organisations to raise awareness of issues

A Western Isles group for people with learning disabilities is taking proactive steps to ensure that professionals across the Isles are aware of issues related to learning disabilities, by setting up a service to provide training to staff across a range of organisations.

As a result of £35,000 funding from NHS Western Isles, the Stand Up For Yourself Self Advocacy Group will undertake training themselves, and will link with the Good Life, Positive Attitudes Group in West Dumbartonshire to develop a training programme for professionals. Training will involve a mix of lively practical sessions and discussions to explore the barriers that people with a learning disability face on a daily basis. Once group members are fully trained and confident, they will then offer training to organisations in the Western Isles, which will include doctors, nurses, other healthcare staff, local authority staff and voluntary organisations.

Kathryn Logan from Advocacy Western Isles said: "There are benefits in this project on many levels. For group members, the main aim is that the training will increase their confidence. The experience of 'having a voice' and being listened to and valued will be very positive for them, which will in turn increase

their independence.

"From the point of view of local organisations, it will help break down communication barriers and help staff build relationships with people with learning disabilities. It will also make people much more aware of the issues that people with learning disabilities face on a daily basis."

NHS Western Isles Chief Executive Gordon Jamieson said: "This is a particularly important project for NHS Western Isles to support, particularly in terms of helping to address health inequalities and improving communication. We are delighted to have been able to provide these funds for the group. It is very impressive that the Stand Up For Yourself group has taken the initiative and will be undertaking training themselves so that they will be able to train staff in local organisations. I understand that frontline staff will be offered the training in the first instance and we look forward to local NHS staff taking part in the sessions."

Donald Wilson from the Stand Up For Yourself group also commented: "We can't wait to get our message across."

The aim of Advocacy Western Isles is to ensure that the views of vulnerable individuals are heard and respected, their rights protected and that they are in a position to influence



*Pictured is Gordon Jamieson, Chief Executive of NHS Western Isles, and staff from the NHS Western Isles Learning Disabilities Collaborative Programme, presenting a cheque to members of the Stand Up for Yourself Self Advocacy Group.*

and be part of decisions affecting their lives. The Stand Up For Yourself Self Advocacy Group was formed in 2006, and now meets every four to six weeks at the Advocacy Western Isles Offices. There are currently around 18 members.

Last year, the group also gave two presentations to NHS Western Isles on their experiences of accessing local health care services. The issues that mattered to them, that they discussed with staff, included communication, visiting the

hospital, doctors, confidentiality, accident and emergency and medicine information. A number of improvements have already been implemented as a result of the feedback from the group, including staff training on communications, easy read information leaflets for radiology, and the production of a communications toolkit for use in clinical areas. Work is also being undertaken to implement recommendations from the group on hospital signage.

## Advocacy Group plans to launch newsletter

NHS Western Isles Communications Manager Maggie Fraser was invited to attend a meeting of the Stand Up For Yourself Self Advocacy Group in September to speak to members about starting a newsletter.

The Self Advocacy Group members receive copies of Slàinte magazine, and enjoy looking at the colourful pictures and reading some of the articles. They wrote to Maggie to ask her to provide advice and guidance to members about starting up their own newsletter.

Maggie commented: "I was delighted to have been invited to attend the group to give them some pointers and tips about how to start a newsletter, and to chat with them about some of the different things

they need to consider. The fact that members enjoy Slàinte is also really positive, and I'm glad that the magazine is reaching a wider audience.

"The group have some really good ideas for articles and regular features and the members are all enthusiastic about starting the newsletter and contributing their own articles, which is very important. They are particularly keen to get their message across. It's important for the group to let the local community know about what they do and what they hope to achieve, and developing a regular newsletter is an excellent way to do that. After hearing about some of the ideas members have for their first issue, I'm really looking forward to receiving a copy!"



*Members of the Stand Up For Yourself Self Advocacy Group at their meeting in September.*

# see me

## Eight Western Isles organisations join 'see me' to tackle stigma

NHS Western Isles, the Northern Constabulary and Stornoway Coast Guard were among eight organisations who recently formally pledged their commitment to join 'see me' in tackling the stigma and discrimination associated with mental ill-health.

Alongside the formal pledge signing, the organisations agreed action plans with 'see me', which will help foster a change in attitudes and ensure the topic of mental illness is more openly discussed in the workplace and within the local community.

Each organisation has committed to providing staff with the support necessary to sustain a mentally healthy workplace. They have also agreed to assist with the promotion of future national campaigns on mental health issues, such as Scottish Mental Health Week (SMHW).

'see me', Scotland's national campaign to tackle the stigma and discrimination of mental ill-health, works in partnership with local organisations and public bodies across Scotland and seeks to raise awareness of the importance of mental health in the workplace and beyond. 'see me' is committed to empowering people to speak openly and confidently about mental ill-health in order to break down the barriers that people face.

All eight organisations publicly signed the pledge along with Suzie Vestri, 'see me' Campaign Director.

Suzie Vestri said: "We welcome the commitment made by organisations in the Western Isles to support us in tackling the stigma and discrimination that surrounds mental ill-health.

"With one in four Scots affected by mental health problems at some point in their lives, everyone has a role to play in ending negative perceptions of mental ill-health.

"What organisations do and say about mental health can make a huge difference. We hope the support pledged will encourage other businesses, groups and organisations to take positive action by joining us in signing the 'see me' pledge and implementing an action plan."

Jennifer Porteous, Director of Human Resources and Workforce Development at NHS Western Isles, said: "We are proud to pledge our support to the 'see me' campaign and are dedicated to working with them to challenge the stigma and discrimination of mental ill-health. By publicly signing the pledge, we hope that we will encourage others to join us in taking positive action."

Five organisations signed the 'see me' pledge in Stornoway:

- Western Isles Association for Mental Health



*Pictured at the event in Uist are: Front row: Kenna MacInnes, Senior Health Promotion Officer, NHS Western Isles; Judith Entwistle-Baker, Taigh Chearsabhagh; Suzanne Morrison, Highlands and Islands Enterprise; and Peter Keiller, Tagsa Uibhist.*

*Back row: Dr Rory O'Connor, keynote speaker; Cllr Archie Campbell, Master of Ceremonies; Suzie Vestrie, National Director of 'see me'; Chris King, Creativity in Care; and Karrie Marshall, Creativity in Care and speaker at the conference.*



*Pictured in Stornoway are Suzie Vestri, 'see me' Campaign Director; Mairi Murray, Employee Director, NHS Western Isles; Jennifer Porteous, Director of Human Resources and Workforce Development, NHS Western Isles; and Neil Galbraith, Chair of NHS Western Isles.*

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• NHS Western Isles</li> <li>• Volunteer Centre Western Isles</li> <li>• The Maritime and Coastguard Agency</li> <li>• Northern Constabulary</li> </ul> | <p>Three organisations signed the 'see me' pledge in Uist:</p> <ul style="list-style-type: none"> <li>• Tagsa Uibhist</li> <li>• Taigh Chearsabhagh</li> <li>• Highland and Islands Enterprise – Data Centre</li> </ul> |
|--|---|



*The see me pledge signing event in Stornoway.*



# Eileanan Glan/Clean Isles



## Eileanan Siar Western Isles

HAS YOUR WASTE EXPANDED OVER CHRISTMAS?

If so, why not do something positive to see in a green new year? You could take your Christmas tree to the Creed Park recycling centre for shredding, or even donate your unwanted presents to a charity shop and remember to Gift Aid it.

Britons will throw away enough rubbish to fill 400,000 double-decker buses this Christmas - including 24 million jars of mincemeat pickle and cranberry sauce. Recycling has never been easier.

Recycle materials like glass, paper and cans through the blue bins or at recycling points.



Green Christmas.

WEBSITE THIS EDITION  
<http://www.noradsanta.org/>  
 With the space station and NASA you can track Santa on his journey round the world (as well as get facts on weather and space).

### FINALLY - IT'S A CRACKER

How does Jack Frost get to work? By icicle!  
 We can maybe resolve not to use the car too.

## Carbon Champions take off with a Smörgåsbord

The first meeting of the Carbon Champions was held in October, and in attendance was a representative from our partners, the Comhairle; Robbie MacIennan from Technical Services.

There was a novel approach to the meeting, a 'smörgåsbord' theme i.e.

The organisation supplies most of the dishes and ingredients and the Carbon Champions bring along their signature dish to top everything off.

Various choices are served up on to different people's plates. Some come back for more, some only want to try one dish, some will change their minds and try something else they had not seen or heard of before.

In short, there was no predetermined program, but everyone brought both a particular interest (if any) and an 'organic' approach to developing ideas and processes which can be fed into projects for investment, etc.

We covered some of the assessments carried out with the Carbon Trust which summarised where are we now, what we have done, and what has not worked out so far.

We completed a short exercise which generated some ideas, even in such a short time period!

Dave Tierney and Fiona Cowan gave a short presentation on the planned Technical Projects for the year and other potential Initiatives. This was followed by a very interesting short video (NASA) showing Global warming over a century.

It was agreed that we would proceed with a number of initiatives:-

- Mark Stainton will proceed with the development of the website, and Carbon Champions will input into the design. It will also be interactive to encourage free information flow and stimulation both of ideas and suggestions. Included in this will be a review of the shared car usage system which was activated a few years ago.
- Janet Marshall will be taking a lead role in the recycling issues.
- Allison Martin is offering her support as the other ideas/projects develop (e.g. review of the Board's Travel Plan and project communications).

Official NORAD Santa Tracker

**NORAD TRACKS SANTA**

Track Santa Videos Activities About Santa About NORAD Our Team

Welcome to NORAD Tracks Santa

All of the preparations for Santa's journey are in place!

Santa's elves have been busier than usual this year preparing for Santa's launch on December 24th! Return each day to receive updates from the North Pole and to discover new surprises on Santa's Activity Page.

For even more fun holiday activities, visit the [About Santa](#) page.

**Operation Good Will:** Find out how you can help make this Christmas very special for those who serve our nation. Check out what each military service is up to these days, and learn how you can help keep NORAD Tracks Santa going for future generations!

Countdown to Track Santa

13 : 19 : 23 :

Official 2012 NORAD Tracks Santa Promo Video

Find out what NORAD does the rest of the year (while not tracking Santa) by subscribing to us on Facebook -- or visit us at [www.norad.mil](http://www.norad.mil)

Like Send Maureen Hynd, Becky Boyes and 1,048,362 others like this.

Latest Tweets

NORAD Santa @NoradSanta 2 hours ago  
 FORE!!! Help #Santa get a hole in one in today's #NORAD Tracks #Santa



Pictured, left to right, are Hector Macleod, Deputy Chief Executive of Third Sector Hebrides; Flora Maclean, Thrift Shop Supervisor; Margaret Macdonald, Ospadal Uibhist agus Bharraigh Senior Charge Nurse; and James Mackay, Staff Nurse.

## New equipment donated to Ospadal Uibhist agus Bharraigh

Thanks to money donated by the Thrift Shop in Balivanich, two new pressure relieving mattresses and two bariatric wheelchairs were presented to Ospadal Uibhist agus Bharraigh. The staff are very grateful to all who contributed to this.

The stress mattress is

designed to protect against pressure sores in long-term care patients.

Balivanich Thrift Shop was established in the 1970s with the aim of generating funds for a Disabled Trust Fund and in addition to support the Blythewood Trust, which provides emergency aid

for international disasters.

Run by a committed team of volunteers and managed by Third Sector Hebrides Uist, the Thrift Shop provides an important function in the community and can be a place to purchase bargains whilst at the same supporting a good cause.

## A chance to become healthy and active in the New Year!

The successful and popular Healthy Weighs programme is now open for registration, for anyone in the Western Isles who wants to lose weight in a safe, sensible and successful way in 2013.

Healthy Weighs is a six week weight loss programme aimed at helping people to lose weight. The programme is delivered as a successful partnership between NHS Western Isles and the Comhairle nan Eilean Siar Sport and Health section.

The programme, which is delivered in both Benbecula and Stornoway, takes participants step by step through ways they can lose weight and become more healthy and active. More than 350 people in the Western

Isles have accessed the programme.

Participants are encouraged to set a realistic target weight, to understand the principles of healthy eating and translate this knowledge into real food choices. Those who take part are also encouraged to share problems and experiences (good and bad), ideas, recipes and useful tips. Professional staff will help people on the programme to understand food labels, to know how to adapt recipes and cooking methods, and to introduce or increase exercise.

Isabell MacInnes, Public Health Nurse, explains about the success of the programme in Uist. "The Healthy Weighs programme has been running in Uist for the past six years,

led by NHS Western Isles staff, and over 90 people have accessed the programme," she said. "By joining a group that meets weekly, you will feel supported, feel able to share your experiences and most importantly, have fun!

"Losing weight can help reduce your risk of diabetes, cancer and coronary heart disease and losing just a few pounds can help lower blood fats."

To further enhance the service, NHS Western Isles staff and Sport and Health staff have joined together to deliver a more holistic programme and participants will also be given the opportunity to take part in some gentle exercise.

Anyone interested in finding out more, or in registering for

## Enhanced orthopaedic service for Western Isles

Western Isles Health Board has taken the decision to proceed with the development of an enhanced orthopaedic service, based locally.

Interviews for two permanent Orthopaedic Consultants are due to take place in January 2013. The new service will replace the previous single-handed consultant model in place over previous years.

The two-consultant model has been piloted by NHS Western Isles for a period of six months and the pilot was deemed to be extremely successful. Evaluation of the pilot demonstrated exceptionally high levels of patient satisfaction, with significantly fewer patients having to travel to the mainland for procedures (a reduction of 33%), as an increased number and range of procedures could be carried out locally.

Nurse Director/Chief Operating Officer Nigel Hobson said: "This new service is a highly successful service model. Whilst the enhanced model will cost more than the previous model, I am confident that we will be able to reduce the overall costs and that it is the best option for patients."

Non Executive Director Dr Francis Tierney, who is a GP in Benbecula, commented from a clinical point of view. "There has been a transformation in the service and clinical satisfaction is really high," he said. "It's a complete and utter turnaround. What we have experienced is a very upmarket and enthusiastic service."

the next block in Uist – which is scheduled to start on Tuesday, January 22 - should contact Liniolate Sports Centre on 01870 603693. Healthy Weighs is also running in Stornoway in Ionad Spòrs Leòdhais at 5pm on Wednesdays; for further details, call 01851 822 800.

# Minister for Public Health acknowledges ‘tremendous work’ in Western Isles

Minister for Public Health Michael Matheson visited the Western Isles during November to hear about the progress made by the NHS Western Isles Learning Disabilities Collaborative Project and the Scottish Government funded sensory impairment ‘one stop shop’.

The Learning Disabilities Collaborative was established in June 2010 to help influence improvements in the way general health services are provided to and accessed by people with learning disabilities.

Kathryn Maciver, Learning Disabilities Collaborative Programme Manager, gave a presentation about the work of the project to date, which included 18 sub-projects to either improve the care of people with learning disabilities or to help raise awareness of the additional needs of clients. One of the key areas of progress was the establishment of around 40 learning disability ‘link roles’ across different departments of NHS Western Isles, to promote best practice and identify any potential areas for improvement. As part of the project, to help raise awareness, specialist training has been delivered to staff and partner agencies on the Adults with Incapacity Act and a learning disabilities website has been developed to support clients, families and carers.

To improve services provided to clients with learning disabilities who have communication difficulties, a ‘distress score tool’ was introduced locally, which helps people with learning disabilities or additional communication needs to better communicate during difficult or distressing situations. Ms Maciver also highlighted the positive feedback that had been received on patient information leaflets for clients with learning disabilities which have been developed by the NHS Western Isles Radiology Department. This development could potentially be rolled out to other areas of service delivery in the NHS Western Isles. Also improving communication with clients with learning disabilities has been the introduction of a ‘Communication Book’



*Pictured are Sara Aboud, NHS Western Isles Senior Health Promotion Officer; Kathryn Maciver, NHS Western Isles Learning Disabilities Collaborative Programme Manager; Charlie Hill, NHS Western Isles Community Learning Disability Nurse; Dr Kirsty Brightwell, local GP and Chair of the Western Isles Learning Disabilities Partnership; Michael Matheson, Minister for Public Health; Emelin Collier, NHS Western Isles Head of Planning; and Gordon Jamieson, NHS Western Isles Chief Executive.*

which includes pictures to aid communication and help break down the barriers that patients could experience when they first come into contact with services.

Important work has also been progressed in partnership with the Health Promotion Department and local leisure services, to help ensure that clients with additional learning needs are better included in sports activities.

Ms Maciver stated: “Much of the above work, and additional sub projects that we have implemented, have been progressed in collaboration with the ‘Stand up for Yourself’ Self Advocacy Group for adults with learning disabilities. This ensures that developments better meet the needs of clients themselves.”

Dr Kirsty Brightwell, local GP and Chair of the Western Isles Learning Disabilities Partnership spoke about the development of a ‘Local Enhanced Service’ set up between NHS Western Isles and local GPs. Through the new service, Primary Care staff completed learning disability awareness training to ensure they are more aware of the specific needs of clients with learning disabilities. One of the key aspects of the new service has been the development of an Electronic Care Document.

Using the new document, the health checks (which have been established for some time and take place every three years) will now be electronic, allowing data to be captured more easily to improve care in Primary and Secondary care and to improve planning of services.

Minister for Public Health, Michael Matheson said: “A tremendous amount of work has been undertaken here. I have no doubt other Boards will be able to learn from your experiences and what you have taken forward. The wealth of information you have available for staff is fantastic.”

### Visit to Sight Action

During his trip to the Western Isles, Mr Matheson also visited Sight Action in Stornoway, where he met with a range of individuals from different organisations, including Liz Harty from Occupational Therapy and Gabe Mason, the Lead Audiologist. Occupational Therapy and Audiology services are provided for clients in the Sight Action premises in Stornoway. The sensory impairment ‘one stop shop’ was established in 2009 and is an integrated/partnership model between Sight Action, NHS Western Isles and Western Isles Council.

Mr Matheson added: “I am



*Mr Matheson has a look at our radiology easy read patient information leaflets.*

delighted to have had the opportunity to see firsthand how learning disability and sensory impairment services support people in the Western Isles.

“The Government provided funding for these initiatives because we recognise the difficulties people with a sensory impairment who live in rural areas can experience and we are committed to improving local health services for people with a learning disability.

“Both these services rise to those challenges as they deliver a wide range of services to people in the more remote parts of the islands.”

The balloon release to mark the launch of Suicide Prevention Week.



If you can read between the lines,  
you can save lives

**Choose Life campaign  
kick starts Mental Health  
and Suicide Prevention  
Awareness Week in the  
Western Isles**

This year's Suicide Prevention Week took place during September, and for the first time, NHS Western Isles combined both Suicide Prevention and Mental Health Awareness week.

Last year, four people in the Western Isles took their own lives, leaving a lasting impact on families, friends and communities.

Choose Life is tackling this through its new 'Read between the lines' campaign, which calls on everyone to be alert to the warning signs of suicide in people close to them. The message is that if you're worried about someone, such as a friend, family member or workmate, asking them directly about their feelings can help to save their life.

Elaine MacKay, NHS Western Isles Choose Life Co-ordinator, said: "You tend to know when someone close to you isn't quite themselves. So if you notice any changes in their behaviour that worry you – even if the signs come and go – ask them about it.

"You'll find that talking can help a person get clarity about what it is that's troubling them, and often gives a sense of perspective. Starting a conversation is half the battle. You don't need to have an answer to their problems – just be there for them, try to listen carefully without judging, and show that you care."

She added: "If it feels right,

ask if they are thinking about suicide. It won't put the thought in their head if it wasn't there before, but it can be a big relief for them to be able to say, 'yes, I am' and acknowledge they need help." NHS Western Isles hosted a range of very successful events to mark Suicide Prevention and Mental Health Awareness Week in Lewis, including:

- A talk given by Linda Nolan, in partnership with the Samaritans, held in the Town Hall, in which she told her story of surviving breast cancer and her own experience of feeling suicidal.
- Film Screenings of "Hidden Gifts: The Story of Angus MacPhee" and other mental health films in An Lanntair in Stornoway.
- A keynote conference in Lewis with both professional and personal stories of suicide.

The new central Samaritans premises on Bayhead in Stornoway was also launched during the week. NHS Western Isles contributed funds towards the new premises.

The Samaritans evening event with Linda Nolan was extremely well attended. A local young man, Gordon Kennedy, spoke about the tragic loss of his brother, Steven, to suicide, which was very touching for those who attended and also helped raise awareness of this important issue. Gordon had also spoken about his personal loss at the opening event held at Lews Castle College.

During the week, and in partnership with the Samaritans, NHS Western Isles staff visited local schools to deliver mental health and suicide awareness courses to around 200 pupils, ranging from S1 to S5.

As well as this, NHS Western Isles took action during the week to specifically promote Mental Health Awareness. In Uist and Barra, people were given an opportunity to attend workshops to help their understanding of what mental health is and what can be done to promote positive mental health, whilst also focusing on the stigma and discrimination which surrounds mental ill-health. Helping to increase the community's awareness of mental health can make a

difference, and save lives.

In partnership with Tagsa Uibhist Mental Health Outreach Service, Taigh Chearsabhagh and Comunn Eachdraidh Uibhist a Deas, the events in Uist had a connection to the life and work of Angus MacPhee, the Silent Weaver, who was originally from South Uist. This included:

- Presentation on 'The life and work of Angus MacPhee', followed by a poetry reading based on a collection entitled 'The Grass'.
- Mental Health Workshop for P7 pupils from Iochdar, Daliburgh and Eriskay School.
- Screening of the 'Hidden Gifts: The story of Angus MacPhee' film.



The keynote conference in Lewis: pictured are Neil Galbraith, Chair of NHS Western Isles; Rory O'Connor, University of Stirling; Elaine MacKay, NHS Western Isles Choose Life Co-ordinator; Maryann Maciver, local volunteer; Emelin Collier, NHS Western Isles Head of Planning; and Dave Allred, Penumbra.

# RETIREMENTS & DEPARTURES



## First dental hygienist to qualify in Scotland retires

**Heather Moser's** patients may just be realising that Heather retired in July this year!

As everyone on Uist will probably know, Heather was our first full time Dental Hygienist. She joined the local dental team at a time when the dental services on Uist were in the early stages of development and her appointment represented a major advance in dental provision on Uist.

Over the last 13 years Heather was actively involved in promoting oral health between Berneray and Vatersay. Adults and children alike have benefited greatly from her presence on Uist and Barra.

Few of Heather's patients would have known that she was the first dental hygienist to qualify in Scotland, graduating from Edinburgh Dental School in 1964. It is testimony to her professionalism that she was able to continue her valuable services over such a lengthy period.

In her early years, Heather travelled widely, while raising three children and still working part time. Over a 12-year period, Heather lived in such exotic places as Indonesia, Australia and New Zealand, Switzerland, and the South of France.

Heather moved to Uist in 1999 after many years in Aberdeen, where she worked for the giant oil company Shell, providing dental hygiene treatment to offshore and onshore oil workers.

Latterly she took up a position in

Aberdeen Royal Infirmary, supporting the consultants, and helping to treat many patients with advanced gum conditions, a role that demanded great care and attention to detail.

Although dentistry is perhaps not the most popular profession, many patients will still, no doubt, offer their gratitude for all the good work carried out by Heather.

Heather worked tirelessly and enthusiastically, promoting oral health amongst school children. She planned school visits and carried out oral health education in preschools, nurseries, croillegan, and primary schools. Many pupils will remember the 'brush bus', and the supervised toothbrushing after school dinners (postponing the inevitable return to classes by a welcome five minutes!) and Heather would like to thank the school and preschool teachers and classroom assistants for their patience and support in these ventures. Such has been the success of these projects that oral health in the region has improved by 62 per cent over the last decade.

Heather was also a key player in implementing 'Childsmile', a nationally coordinated project that continues to this day, and which has brought enormous benefit to the children in this region.

The staff of Western Isles Health Board Dental Department would like to take this opportunity to thank Heather for her very considerable contribution over the last 13 years and to wish Heather a long, healthy and happy retirement.



A fond farewell to **Susan Morrison**, Personal Assistant to the Medical Director, who has moved on to NHS National Services Scotland as a Project Support Officer. We would like to wish Susan all the best in her secondment.



A fond farewell to **Lorraine MacRitchie**, who was the Community Health and Social Care Partnership (CHaSCP) Administrative Assistant, and also a member of the Slàinte Editorial Team. Lorraine has left NHS Western Isles to start work with BBC Alba.



Farewell to **Catherine Maciver** who retired from NHS Western Isles in September. Catherine was the Theatre Sister.

# RETIREMENTS & DEPARTURES



## Farewell to Barra GP after 30 years

Dr David Bickle's 30 years of service was not allowed to pass unnoticed by the communities of Barra and Vatersay. Saturday September 30 saw lots of hard work and secrecy come to fruition! While 'en route' to dinner, Dr and Mrs Bickle were 'pulled over' by the local constabulary and escorted into Castlebay Community School.

Once at the door, young Katie MacDonald piped them across the red carpet into a venue packed with applauding Islanders, from across the generations.

There followed an excellent children's ceildh, which included a tune written for the occasion by Duncan Johnson. A pot luck supper gave Dr Bickle time to put on his gifts from the community; a MacNeil of Barra kilt with a specially commissioned kilt pin. The evening was finished off with a hurl around the dance floor to the sound of the Vatersay Boys.

The event left Dr Bickle and his family in no doubt that their years of hard work, in many aspects of Island life, were highly thought off and recognized.

They sailed off on their new adventure with many happy thoughts, leaving Dr Christian Hornung and his family, to pick up the reins and begin a new era.



Christine Ferguson retired from Erisort Ward on October 14, 2012. Christine had worked in the Day Hospital and Haeval Ward before moving to Erisort Ward when Haeval closed seven years ago. Staff and friends enjoyed a night out in Digby Chick to mark her retirement on October 25, where she was presented with gifts, flowers and a cake - a lovely night was had by all. We wish Christine a long and happy retirement.

## A fond farewell to the following members of staff

**Jennifer Urqhart**, Dental Vocational Trainee; **Neringa Jankauskaite**, Dental Vocational Trainee; **Martin McCormack**, Dental Vocational Trainee; **David Bickle**, GP; **Angela Monk**, Admin Assistant, Uist and Barra; **Christine Hartshore**, CPN; **Evelyn Graham**, Domestic Assistant; **Jane Brydon**, SVQ Assessor; **Marie Daly**, Community Staff Nurse; **Christina Ferguson**, Staff Nurse, Erisort; **Suzanne Winter**, Dental Nurse; **Susan Wilson**, Professional Lead Health Visiting/Public Health Nurse; **Peggy Martin**, Marie Curie Nurse; **Sarah Mould**, Radiographer Helper; **Jane Nolan**, One Year Guarantee Staff Nurse; **Catherine Maciver**, Theatre Sister; **Mairead McGee**, One Year Guarantee Staff Nurse; **Donald Maclean**, Catering Assistant; **June Jones**, Registered General Nurse, Clisham; **Eilidh Ryan**, Health Care Assistant, Clisham; **Sandra Gunn**, Health Care Assistant, Medical 2; **Gwen Graham**, Health Care Assistant, Community; **Claire MacDonald**, One Year Guarantee Staff Nurse; **Christine Ferguson**, Staff Nurse Erisort; **Gemma Mackenzie**, British Heart Foundation Health Care Assistant; **Abi Van Der Heever**, Team Lead Physiotherapist; **Andrew Paton**, Radiographer; **Miriam Kerr**, Occupational Health Admin Assistant; **Christopher Perry**, Clinical Pharmacist; **Jaime Morris**, Dental Nurse; **Christina Macritchie**, District Nurse; **Margaret Macleod**, Domestic Assistant; **Richard Brown**, Domestic Assistant; **Radostina Maciver**, Health Care Assistant, Clisham; **Mary Bell**, Staff Nurse, Community; **Marion Macleod**, Trainee Footcare Assistant; and **Linda Macdonald**, Trainee Podiatry Assistant.



Farewell to **Sue Wilson**, who was the Health Visiting Professional Lead/Public Health Nurse.



**Angela Monk** recently left her position as Administrative Assistant in Ospadal Uibhist agus Bharraigh.



Farewell to **Abi Van Der Heever**, Team Lead Physiotherapist, who leaves NHS Western Isles in December.

# MOVING ON UP / CONGRATULATIONS



### Congratulations to Suzanne and family!

Congratulations to **Suzanne Macaulay**, the ADP Substance Misuse Development Officer, who recently welcomed her new baby, Sarah Campbell Macaulay into the world. Sarah was born on October 20, 2012 and is pictured with her gorgeous big sister, Eve. Congratulations also to Suzanne's husband, Colin and to the wider family.



*Pictured are Neil, Lorna and Malcolm.*

### Reappointment of NHS Western Isles Board members

Cabinet Secretary for Health and Wellbeing, Alex Neil recently announced the reappointment of three members to Western Isles Health Board, Malcolm Smith, Neil Campbell and Lorna Eller.

Malcolm Smith brings to the Board a background in social work, including periods in joint commissioning of health and social care services and as Director of Social Work with Comhairle nan Eilean Siar. Malcolm chaired the Clinical Governance and PFPI Committees during his first term on the Board of NHS Western Isles, and currently chairs the Staff Governance Committee and acts as Vice-Chair of the Board.

Neil Campbell is a retired chartered accountant. With many years experience in private practice, he brings a wealth of financial and management skills to the Board. He is active in community groups in Harris including chair of the Leverburgh RNLI branch and secretary/director of West Harris Trust, the community landowner of West Harris.

Dr Lorna Eller has a background as a public sector accountant and accounting academic. Her previous experience includes local government and health accounting and lecturing and teaching in New Zealand and Britain. She is involved with the Lewis and Harris Youth Clubs Association, the Bernera Community Association and Outer Hebrides Tourism Industry Association and provides examination services for charity accounts. She is chair of the Health and Social Care Committee (previously Joint Services Committee) of the Board and Comhairle nan Eilean Siar and Chair of the Board's Risk Monitoring and Audit Committee.

The reappointments of Malcolm Smith and Neil Campbell will be for four years and will run from December 1, 2012 to November 30, 2016. The reappointment of Lorna Eller will be for two years and will run from December



### New Senior Charge Nurse (Eastside Team) appointed

Congratulations to **Dolina (Dolly) Maclean**, who was our Anticipatory Care Specialist Nurse and is now the Senior Charge Nurse for the Eastside Team. Dolly takes over from Kathleen McCulloch, who was appointed as the Lead Nurse for Community Services.

*Alex Neil.*



### New Scottish Cabinet unveiled

The Scottish Government's new Cabinet team was announced in the autumn by First Minister Alex Salmond.

Deputy First Minister Nicola Sturgeon, Scotland's longest serving health secretary, became Cabinet Secretary for Infrastructure, Investment and Cities, playing a key role in the Scottish Government's programme for economic recovery.

She also takes lead responsibility for Government Strategy and the Constitution, including preparations for the independence referendum.

Alex Neil became Cabinet Secretary for Health and Wellbeing, taking forward this key public service with the support of the existing strong team of Ministers, Sports Minister Shona Robison and Public Health Minister Michael Matheson.



Congratulations to **Adrian Trevor**, who has taken on the role of eProcurement Project Manager until June 2013. His substantive post is Procurement Project Officer.

# WELCOME TO NEW STARTS



## New Team for ADP

Pictured is the new Outer Hebrides Alcohol and Drug Partnership team, comprising (left to right) Fiona MacDonald, Substance Misuse Information and Research Officer, Wendy

Ingledeu, Substance Misuse Coordinator, Sarah MacLeod, Substance Misuse Officer, and Karen Peteranna, Administrator. Karen and Sarah are new to the team. The Outer Hebrides Alcohol and Drug

Partnership plays a significant role in the local delivery of national addiction strategies to tackle drug and alcohol misuse. Its members are drawn from a range of statutory and voluntary agencies and groups working with services who aim to improve the outcomes for individuals, their families and local communities within the Outer Hebrides.

The Outer Hebrides ADP works towards this vision through the following strategic priorities:

1. Early Years – including children and children affected by parental substance use.
2. Early intervention – including young people, families and young people affected by substance use, vulnerable groups, harmful and hazardous drinkers, and substance users.
3. Problem drinkers and substance users – including dependent drinkers and substance users, and persistent heavy drinkers and persistent substance users.
4. Assisting in the promotion of a healthy Outer Hebrides - such as promoting positive attitudes, and promoting positive choices.

A number of festive campaigns are currently being organised by the team which will be displayed throughout the Western Isles.

Sarah and Karen are currently based at the Health Information and Resources Service at the Stornoway Health Centre and can be contacted on 01851 701545. Wendy is based at Health Promotion, 42 Winfield Way, Balivanich, and can be contacted on 01870 603366. Fiona is based at the Health Board Offices and can be contacted on 01851 708047.

For further information please contact any of the team or visit the ADP Outer Hebrides website at: [www.outerhebadp.co.uk](http://www.outerhebadp.co.uk)



Welcome back to **Debbie Bozkurt**, who has been appointed as Principal Accountant. Debbie is in overall charge of the management accounting function, supported by Donnie Mackenzie and the three Assistant Management Accountants.



Welcome to **Mary Sinclair** who has been appointed as Living it Up Dallas Project Manager. Mary is based in the IT Department in Western Isles Hospital.



Welcome to **Pilar Rivas** who joined NHS Western Isles as Procurement Project Officer whilst Adrian Trevor takes on the role of eProcurement Project Manager until June 2013.

1, 2012 to November 30, 2014.

These reappointments are part-time and attract a remuneration of £7,332 for a time commitment of eight hours per week.

None of these members hold any other ministerial appointments. Malcolm Smith canvassed on behalf of Scottish Labour Party candidates at both the Westminster and Holyrood Elections. Neil Campbell and Lorna Eller have had no political activity in the last five years.

# WELCOME TO NEW STARTS



**Julia Dickie** recently started as an HR Assistant in the Human Resources Department on a fixed term contract.



Welcome to **Stephen Campbell**, who recently started as a Patient Services Officer with NHS Western Isles.



Welcome to **Donald Fraser** who started work in October as a Maintenance Assistant (fixed term contract for one year).

## Welcome to the following new members of staff

**Iain Mackinnon**, Dental Vocational Trainee; **Candace Cooley**, Dental Vocational Trainee; **Austin Donald**, Dental Vocational Trainee; **Amy PJ Campbell**, Salaried Dental Officer; **Janice Moffat**, Staff Nurse, Day Hospital; **William Poermomo**, Medical Laboratory Assistant; **Fiona Brown**, Domestic Assistant; **Faye Savory**, Speech Therapist; **Hannah Nelson**, Catering Assistant; **Chris Perry**, Clinical Pharmacist; **Sam Millar**, Consultant Radiologist; **Hannah Scott**, Trainee Dental Nurse; **Emily Ann Campbell**, Trainee Dental Nurse; **Audrey Russell**, Trainee Dental Nurse; **Rachel Campbell**, Trainee Dental Nurse; **Mary Macdonald**, Admin Assistant, Uist and Barra; **Freyja Mackay**, Domestic Assistant; **Christine Macleod**, Trainee Dental Nurse; **Caitlin Breewood**, Specialist Clinical Pharmacist; **Norma Macritchie**, Domestic Assistant; **Karen Peteranna**, ADP Admin Assistant; **Miriam Kerr**, Occupational Health Admin Assistant; **Danielle Galloway**, Trainee Dental Nurse; **Mary Sinclair**, Project Officer IT; **Donald Fraser**, Maintenance Assistant; **Stephen Campbell**, Patient Services Officer; **Julia Dickie**, HR Assistant; **Joan MacIntyre**, Health Care Assistant, Uist and Barra; and **Lorraine Ronald**, Admin Assistant, Infection Control.



Learn Pro is NHS Western Isles' online system for delivering e-learning courses in a wide range of subject areas including statutory/mandatory training and continuous professional development. The Learn Pro system is web based and can be accessed on any computer with internet access, whether at work or at home.

The Learn Pro system is constantly in development with new courses being added and locally authored learning being created.

### New additions to Learn Pro

- NHS Western Isles Adult Basic Life Support
- NHS Western Isles Health Care Support Worker Mandatory Induction Standards
- NHS Western Isles Liverpool Care Pathway
- NHS Western Isles Supporting People with Dementia
- NES Safe Information Handling

### Courses in development locally

#### Coming Soon!!

- NHS Western Isles DIF (1)
- NHS Western Isles Learning Disabilities Module 1: Health Needs
- NHS Western Isles Learning Disabilities Module 2: Communication & Behavioural Challenges
- NHS Western Isles Learning Disabilities Module 3: Reasonable Adjustments
- NHS Western Isles Learning Disabilities Module 4: Legislation & Consent Issues



# Scouting for Girls - and Boys!

## You may even get to rub shoulders with Chief Scout Bear Grylls!

The Western Isles Scout Association is on the lookout for adults with a sense of adventure, who relish a challenge, have a sense of humour, and have a bit of time on their hands.

A tall order, but it's all part of being a Scout leader. District Commissioner Ian Denny is looking for more leaders for the Beavers, Cubs and Scouts in the Western Isles. Staff from NHS Western Isles already play an active role in the Scout movement – Tamsin Smith (Practice Education Facilitator) and Emma Mackenzie (Podiatry) are Scout leaders in South Lochs, Jane Bain (Moving and Handling) is a Cub pack leader in Stornoway, Dawn Tiernan (Pharmacy) is the District Chairperson and Elizabeth Fowler (Rehabilitation Department) is the District Secretary.

The Scout Movement consists of beaver colonies for children aged six to eight, Cubs for ages eight to 10, Scouts for ages 10 to 14, Explorers for ages 13 to 18 and the Scout Network for those aged between 18 and 25. There are Cub packs in Ness, Back and Harris, and Scout groups in Stornoway, Laxdale and South Lochs. Explorers are based in Stornoway. All groups are open to boys and girls.

All sectors really need more adult leaders to help them deliver the challenge to Western Isles youngsters.

Jane Bain said: "I can't pretend that being a Cub leader for a pack of 28 is always easy. But it's always a lot of fun and incredibly rewarding. The kids love it and it teaches them so much, not only outdoor skills but team work, citizenship, and respect for themselves and others, which are all vital life skills. It is still something of an education to me too; the kids never cease to amaze me. I've been able to develop negotiating skills and a very authoritative tone of voice that I also find very useful in my job!"

Emma Mackenzie recalls the survival camp, held in the castle grounds in February this year. "The scouts had to build their own shelters out of branches, leaves and bark and sleep in them overnight," she explained. "They also had to build fires to cook their evening meal and I was the cook! I sent them out to find enough wood to build suitable fires for cooking and they kept proudly bringing back twigs! I kept thinking, how on earth was I to cook a hot meal for 30 people if this was all I had to do it with – it felt like a massive responsibility. But

with a bit of encouragement the kids did a good job in the end and I felt such a sense of achievement – we all did – when we all finally got to eat our sausages. It was a real team effort and I was so proud of them and myself. We all managed a night outdoors and got our Scout Survival badges, but I was never so glad to get home and have a bath."

Emma, Jane and Tamsin all work full time but manage to fit in weekly meetings in term-time, outdoor activities and trips, and even a bit of training here and there.

New leaders need to go through the PVG Scheme, which is funded by the Scouts and is identical to the workplace PVG application. They also undergo some mandatory training in child protection and first aid, which complements the mandatory training that NHS Western Isles staff already do. It is done very informally with the other Scout leaders and is

very relaxed, usually in the comfortable settings of the Scout Hall in Keith Street.

"We have plasma TV, central heating and comfy sofas," said Ian Denny. "Well no, we don't actually, but we do have a kettle and lots of tea bags! And we do keep red tape to an absolute minimum."

Plans are underway for another busy year – the Stornoway Scouts are to visit an outdoor centre in Argyll in Easter, and the South Lochs scouts are just back from London. If you would like to know a bit more, have a look for Scouts Western Isles on Facebook, or visit the website [www.scoutswesternisles.com](http://www.scoutswesternisles.com).

So, are you up for the challenge? It isn't for everyone but if you are that exceptional someone, please contact Ian Denny, District Commissioner, [dc@scoutswesternisles.com](mailto:dc@scoutswesternisles.com), or any of the staff mentioned here. We will be delighted if you want to join us.



Western Isles scouts met Chief Scout Bear Grylls at the Region camp in June.

# Well Organised Western Isles

Nursing and Allied Health Professional (AHP) staff throughout NHS Western Isles have been busy working on the Releasing Time to Care programme, which is resulting in impressive efficiencies across the system, whilst also improving the quality of care provided to patients.

Using Lean methodology (to improve flow and eliminate waste), the Releasing Time to Care (RTC) programme enables NHS staff to examine a range of existing systems and processes within their healthcare settings and provides the opportunity to view these systems and processes in a different way. Teams are empowered to make positive changes, eliminating waste and inefficiencies and releasing more time to provide direct patient care. This helps improve the quality of care for patients and often makes savings in the process.

Many teams across the organisation, including wards in Western Isles Hospital, Community teams, Mental Health teams and AHP teams, have been working on The 'Well Organised Working Environment' module. The 'Well Organised Ward' or 'Working Environment' is an approach to simplify the workplace and reduce waste by having everything in its place, at the right time, and ready to go. Many wards, departments and teams have RTC Champions who are driving the work forward.

The module uses the '5S' approach, a five-step approach to create an ideal workplace by organising, cleaning and reducing waste. The 5S steps are: Sort (remove what's not needed), Set (right thing in the right place), Shine (keep things ready to go), Standardise (an agreed consistent process) and Sustain (continually improve). Using this process can save time, increase staff and patient satisfaction and reduce clinical risks such as Hospital Acquired Infections.

## **Erisort Ward – time saved for nursing staff**

Erisort staff have used the 5S process to sort out their storage cupboard and have managed to save money by returning excess stock to stores. Adam Wilson, a Staff Nurse on Erisort, reports that having everything in its place has saved time for the nursing staff on the ward.

## **Community Nursing teams – improving efficiency**

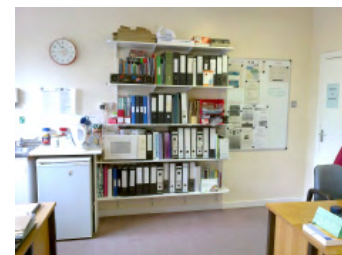
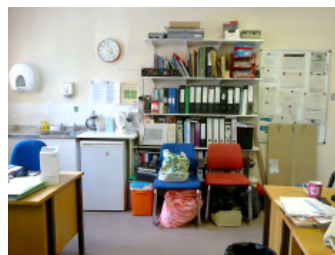
All of the Community Nursing Teams have created 'Team Visions' and used the 5S process to organise their working environments. Annetta Morrison, RTC champion in the Westside Team, recently reported that they have saved themselves 100 footsteps each time they need to access incontinence products for carers after applying the 5S process to their working environment.

## **Community Psychiatric Nursing team – traffic light system**

The Community Psychiatric Nursing (CPN) team has also embraced the Releasing Time



Radiology staff with their RTC whiteboard.



saving of 86 hours per year for podiatry staff after relocating the storage of patients' records during their 5S process. In the Occupational Therapy (OT) Department, labelling the kitchen cupboards has also saved time for staff when carrying out kitchen assessments and has improved care for patients with

improvement Scotland RTC Improvement Advisor, are visiting NHS Western Isles on December 17 and 18 to visit teams and facilitate an educational event. This will be a fantastic opportunity to share all the good work done already by staff in NHS Western Isles and to learn how to make further improvements and measure success in the future.

If you are looking for support with a Releasing Time to Care project then please get in touch with myself as RTC Project Lead or one of the RTC facilitators listed below and we will endeavour to offer guidance where needed.

**RTC Facilitators:**  
 Kathleen McCulloch - Community  
 Angela Maclean – Acute services  
 Alice French - Acute services  
 Ann Duncan – Mental Health Inpatients  
 Catherine Jacek – Community Mental Health  
 Rhoda Mackay - AHPs

**Louise Sullivan  
 RTC Project Lead**

## The 5S Steps

- Sort** (remove what's not needed)
- Set** (right thing in the right place)
- Shine** (keep things ready to go)
- Standardise** (an agreed consistent process)
- Sustain** (continually improve)

to Care programme, led by their champion, Catherine Jacek. Staff have used the 'Patient Status at a Glance' module to develop a traffic light system for case note storage, which has reduced inefficiencies when trying to locate notes. They also used the 5S process to organise their office (see before and after photographs above).

## **AHP teams – relocating records and improving systems**

All of the AHP Teams have also been busy working on Releasing Time to Care projects. Podiatry champion, Morag Macleod, described a

Dementia. Michelle Mackinnon, OT RTC Champion, also reports that time has been saved by improving their filing system.

These are just a few examples of a great deal of work which has taken place throughout NHS Western Isles. The Releasing Time to Care programme embraces team working and it is wonderful to see examples of leadership at every level within teams taking forward ideas and making them work.

Julie Main, NHS National Education for Scotland (NES) Educational Lead for RTC and Fiona Cook, Health





Members of the Eriskay Football team sporting their 'Movember' moustaches, along with Norrie MacRitchie (Community Psychiatric Nurse), who was the Uist quiz master, and Donald MacAulay (Team Lead Ambulance Service).



A female team, the 'T Birds', came third in Stornoway (this is the first time a female team has appeared in the top three). The team members, who are from the NHS, are Mary MacKay, Norma Maclean, Karen Macleod and Catriona Macdonald.



The winning team in Uist with their trophy: John Martin, Derek Davies, James Tullock, and Liz Allen.

## A focus on men's Health during 'Movember'!

To promote 'Movember' this year, a national campaign to raise vital funds and awareness for men's health, Western Isles Men's Health Forums arranged quiz nights across the Isles.

During November each year, Movember is responsible for the sprouting of moustaches on thousands of men's faces in the UK and around the world. On November 1, men register at [movember.com](http://movember.com) with a clean-shave face and then for the rest of the month, they groom, trim and wax their moustaches. They effectively become walking, talking billboards for the 30 days of November and through their actions and words, raise awareness by prompting private and public conversation around the often ignored issue of men's health.

Events took place in Stornoway Uist and Barra during November (see photographs), which raised awareness and vital funds for the Movember charity.

### Over £700 raised in Uist

In Uist, Kenna MacInnes, NHS Senior Health Promotion Officer, worked with the Uist and Barra Football Association to encourage men to sprout moustaches for the month and sign up to the Movember campaign to raise awareness for men's health, specifically prostate and testicular cancer.

Several members of local football teams registered with Movember and created a 'Mo Space' on the Movember website (<http://uk.movember.com/>) where they collected donations.

A quiz night was held in the Dark Island

Hotel to raise funds for Movember, and during the evening, participants were given information and leaflets on prostate and testicular cancer. There was a specific health round to test their knowledge on what they had read, and team members earned extra points for getting a health check from one of the community nurses. In addition to this, men were given bonus points if they were sprouting a moustache.

Nine teams participated in the quiz in Uist, raising £213 for Movember. In addition to this, local taxi driver, Sketch MacAulay, donated the proceeds from his hires that night (£514) to the Movember charity, bringing the total raised to date to a staggering £727.

NHS Health Promotion would like to thank a range of Uist individuals including Isabell MacInnes and Emma MacKechnie for carrying out the health checks, Norrie MacRitchie for being the quiz master, Katherine Mathis for doing the scores, Isabel Steele for organising the raffle, and everyone else who participated on the night.

### Testicular Cancer Quick Facts

- Each year in the UK, around 2,100 men are diagnosed with testicular cancer.
- Incidence rates of testicular cancer are increasing worldwide in white men.
- It usually affects young or middle-aged men.
- The most common symptom is a lump in a testicle.
- Treatment for testicular cancer is very effective and nearly all men are cured.

### Prostate Cancer Quick Facts

- One of every two men will experience problems with their prostate, but these problems do not always lead to cancer.
- The three main types of prostate problem are an enlarged prostate, an inflammation or infection of the prostate, and prostate cancer.
- Nine out of 10 prostate cancer cases are diagnosed in men aged 60 and over.
- Most prostate cancer grows slowly to start with and may never cause any problems.

Remember, no one knows how to prevent cancer yet, but a balanced diet and a healthy lifestyle are important, in protecting against the disease.



Winners of the Battle of the Sexes in Stornoway were Michael Black, Robin Cooke, Norrie Macdonald, Peter Cleave and the team was called The Saharan Kayaking Club (Talk Talk).

# NHS Western Isles staff at all levels commended for a very successful year at 2011/12 Annual Review



Community Nurses, Leslie Murray (left) and Martin Hall (right), along with Christine Chlad, eHealth Project Officer (second from left), demonstrate the digital pen to Health Minister, Alex Neil.

This year's Annual Review of Western Isles Health Board on October 8 went exceptionally

well, with Cabinet Secretary for Health and Wellbeing Alex Neil commending the Health Board

and local Health Service staff at all levels for such a positive and successful year.



Community nurses at work with the digital pen.

Mr Neil commented: "This is the first Board review I have done in my new job as Cabinet Secretary for Health and Wellbeing and it's been a pleasure. The message I am taking away is that the Health Board in the Western Isles is a very well run organisation... and is planning ahead in a very positive and dynamic way."

Mr Neil acknowledged the demographic challenges in the Western Isles, in particular an ageing population and the fact that we are facing the biggest percentage reduction in the working age population in Scotland. These factors, he said, presented a host of challenges in terms of the recruitment and retention of staff, which he recognised as the 'single biggest challenge' facing the organisation.

Despite these challenges, Mr Neil described the

organisation as 'innovative and well managed'.

"During the day, the message has been the same throughout, and that is that the Health Board in the Western Isles is doing a fine job," said Mr Neil. "I would like to thank you and congratulate you on what has been a major step forward in the performance of the Health Board in the Western Isles. I would like to publicly pay tribute to all those who work for the Health Service in the Western Isles for the very good service you are providing to the local people. I think the feedback from the patients is particularly important and the patient surveys tell it all; the very, very high levels of satisfaction around the services provided by the Western Isles Health Board. I think the staff in the Health Board and all those who work for and with the Health Board need to be congratulated at every level for the quality of the service provision for the people of the Western Isles."

One of the highlights of the day was a presentation of the new digital pens to the Health Minister by local community nurses and IT staff. Mr Neil described the introduction of digital pens to improve services for patients in the Western Isles as 'absolutely brilliant' and said that he thinks that the technology could be introduced throughout Scotland. "The pens tick every single box you could think of," he added. "They are better for the patients in terms of patient care and patient safety, they improve enormously the amount of quality time the community nurses can spend with the patients, and they could also lead to many other applications in the future."

Following the Annual Review, Mr Neil announced a £1million national fund to make sure healthcare professionals working in the community across the country have access to the latest mobile technology. The benefits of the digital pens in the Western Isles were referenced as part of the announcement, following the presentation to Mr Neil by local community nurses.



NHS Western Isles Public Health Practitioner, Sara Bartram, introduces some young people to the new service.

## NHS Western Isles launches interactive health advice website for young people

A new service for young people in the Western Isles was officially launched by NHS Western Isles on September 1. Cool2talk is an interactive website for young people, developed and hosted by NHS Tayside. The site was launched in the Western Isles as part of a partnership between the two health boards.

The website - <http://www.cool2talk.org/> - offers confidential health advice and information online from trained health professionals, to young people. It is being run as a six-month pilot as part of an agreement with NHS Tayside.

NHS Western Isles has raised awareness of the new website amongst local schools over the past few months, distributing promotional items such as pens and pencils, which include the new website address, to young people. The local Comhairle supported this work by facilitating direct access to school pupils to get the important information across.

Workshops are also being held for health and social care staff in the Western Isles to ensure they are aware of the site and understand the service it provides.

The funding for the pilot has been provided from the NHS Western Isles Young Carers Group, and there will be a specific part of the site for young carers.

Mike Sullivan, NHS Western Isles Community Mental Health Worker (Children and Young People) said: "Through the new website, young people can confidentially ask trained health professionals questions about any health issues they may be concerned about. The website offers reassurance, encouragement, information and advice on health related issues as well as signposting to appropriate services. The questions asked by young people will also provide a resource for young people's workers to get any idea of current issues that concern young people."

The target audience of the website is young people aged between 12 and 18, though it is available to all young people. Young people can post a question on to the site and get an answer from health staff employed by NHS Tayside within 24 hours, 365 days a year. When accessing the site, young people will be asked to give quantifiable data e.g. age, sex and the first part of their postcode. Through this data, an overall view of the usage of the site can be gathered, whilst maintaining confidentiality.

The service is staffed by health professionals with experience in family planning, drugs/alcohol, relationship issues and a wide range of other physical and mental health issues.

## Countdown to 'no smoking' policy on NHS Western Isles premises



Western Isles Health Board recently agreed to launch a one-year countdown to 'no smoking' on NHS Western Isles premises and grounds.

The one-year countdown means that all premises and grounds owned by NHS Western Isles will be smoke-free by November 30 2013.

The new policy was developed by a Smoking Policy Group, and was approved by the Board's Area Partnership Forum before being presented to the Board for approval.

In the meantime, smoking will be permitted only in designated smoking areas.

Information and support will be provided to both staff and

patients over the year. The transition period will provide staff with time to access smoking cessation support, should they so wish, and will also give staff and the local community time to become accustomed to the new arrangements.

The aim of the Board is to reduce premature mortality and to improve the health of the people of the Western Isles. Advocating non-smoking is recognised as being one of the most effective ways to achieving these aims. This policy also forms part of the Board's overall concern for the health, safety and welfare of its staff.

## Raising money for Children in Need!

Emma Macleod, Receptionist, organised special events at the Health Board Offices to raise money for Children in Need on November 16.

A total of £162.33 was raised, thanks to a baking sale, staff competitions, and various Children in Need items sold. Many staff also got into the spirit of the day by wearing something spotty and sporting special Pudsey paw

tattoo transfers.

Ronnie Murray from Finance and Jeanne Mackay from Smoking Cessation both won Pudsey Bears and are pictured with Emma (centre).

Emma would like to thank all those who helped out on the day and donated baking. She was grateful to everyone who helped make the day such a success!





## Mentally Healthy Workplace Training

A number of local workplaces completed Mentally Healthy Workplace training, held at the Bridge Centre on September 18.

The course is for managers and supervisors to help them recognise signs and symptoms of stress and to help their workplace become a mentally healthy workplace.

Recent participants were from NHS Western Isles, Comhairle nan Eilean Siar and Hebridean Chocolates. The next course will take place in April 2013. For further information, contact Norma Macleod on norma.macleod1@nhs.net

*Participants on the Mentally Healthy Workplace Training.*

# Raising awareness of the signs and symptoms of prostate diseases

NHS Western Isles visited the Hebridean Men's Cancer Group in November 2012, to raise awareness of, and provide information on, the full range of prostate diseases, using a new workplace toolkit. The workplace toolkit has been produced by Prostate Scotland and includes information on Benign Prostatic Hyperplasia (BPH, or prostate enlargement), Prostatitis and Prostate Cancer.

The target audience is men over 50 years of age, as it is often challenging to get men to talk about urinary symptoms and indeed many put up with symptoms for many months before seeing their GP. Scottish Government statistics on cancer care in fact show that patient symptom reporting and referral times for prostate cancer were the longest amongst a group of six key cancers, with 100 days elapsing between patients noticing symptoms and referring themselves, compared with under 40 days for breast cancer.

The statistics for prostate disease are very concerning:

- Prostate disease may affect nearly one in two men in Scotland over middle age.
- Prostate cancer is the most common cancer for men in Scotland.
- There is a one in 12 lifetime

risk of a man developing prostate cancer.

- There is a greater risk of a man getting prostate cancer if a close family relative has or had prostate cancer or if there is a strong family history of certain types of breast cancer.
- Projections by the NHS in Scotland show that there is likely to be an increase of 48 per cent in the numbers

of men with prostate cancer over the next 10 years to 2020.

The workplace toolkit is a good way of getting information about prostate disease to men and their families via the workplace. Norma Macleod, Healthy Working Lives Advisor for NHS Western Isles, took the toolkit to the Hebridean Men's Cancer Group at their weekly meeting in Stornoway

on Friday November 16, and after working their way through the toolkit, members agreed that the information would be beneficial to help raise awareness of signs, symptoms and treatment. Toolkits can be ordered free of charge by contacting Mae Bell, Information and Advice Co-ordinator, Prostate Scotland, on 0131 226 8157 or at mae.bell@prostatescotland.org.uk



*Norma Macleod is pictured with the Hebridean Men's Cancer Group.*

# Be Ready for WINTER

## Be Ready for Winter campaign launched by Health Secretary

A national health campaign urging people in Scotland to prepare ahead for the winter period was launched in November.

A group of children were joined at Glasgow's Sno!Zone by the Cabinet Secretary for Health and Wellbeing, Alex Neil MSP and NHS 24's Director of Nursing and Care, Sheena Wright, to launch the Be Ready for Winter campaign.

The NHSScotland campaign advises people that by re-stocking their medicine cabinet, checking their repeat prescriptions and knowing when their GP surgery is closed, they can ensure they are well prepared for the winter.

This year, GP surgeries will be closed for two days at

Christmas (December 25 and 26) and again for two days at New Year (January 1 and 2). The national Be Ready for Winter campaign is supported by NHSScotland in partnership with NHS 24, the Scottish Ambulance Service and all 14 Scottish Health Boards.

NHS 24's Director of Nursing and Care Sheena Wright said it is important to prepare ahead for this time: "I would urge people to take the time now to re-stock their medicine cabinet with items such as paracetamol, cough mixture, throat lozenges and cold and flu treatments, to deal with any winter ailments that may inevitably strike."

"Your local pharmacist is also a good source of information and advice on re-stocking your



The campaign was launched by Alex Neil and Sheena Wright.

medicine cabinet. If you need to visit your GP, try to schedule an appointment before the festive period and submit your repeat prescription request in plenty of time. Remember you can also access out of hours GP services through NHS 24."

NHS Western Isles Nurse Director/Chief Operating Officer Nigel Hobson said: "We can all do a little to ensure that we're prepared for any winter illnesses. Having a stock of over the counter remedies means that you will be able to

treat illnesses such as colds and coughs at home. You should also ensure that you have enough medicine to last you over the holiday period, so make sure that you order any repeat prescriptions on time, so that there's no chance of running out when local pharmacies and GP Practices are shut."

General advice and information on how to stay healthy this winter can be found at [www.nhsinform.co.uk](http://www.nhsinform.co.uk) or contact NHS inform on 0800 22 44 88.

**DRUG DRIVING.**  
YOUR EYES WILL GIVE YOU AWAY.

THINK  
Search for 'drug drive'

KNOW THE SCORE

"Eckies? I can tell they're pure just by looking at them."

If you don't give your kids the right advice about drugs, they might get the wrong advice from someone else.

To get the facts call 0800 587 587 9 or go to [www.knowthescore.info](http://www.knowthescore.info)

healthier scotland  
SCOTTISH GOVERNMENT

For further information please visit the Outer Hebrides Alcohol & Drug Partnership website:  
[www.outerhebadp.co.uk](http://www.outerhebadp.co.uk)





*The view from the window at Amhuinnsuidhe.*



*One of the carers has a go on the piano at Amhuinnsuidhe Castle.*



*One of the carers enjoying some well deserved pampering.*

## Free excursions for carers to celebrate Carers Week 2012

To celebrate Carers Week 2012, NHS Western Isles teamed up with Amhuinnsuidhe Castle and Lews Castle College to offer free excursions and pampering sessions for carers as a tribute to the unpaid work they do. When people need help with their day-to-day living they often turn to their family and friends. Looking after each other is something that a lot of us do.

People may not recognise themselves as a 'carer'; but 'carers' help other people with personal things like getting someone dressed, turning them in their sleep, helping them move about or administering their medication. Carers also help with things like shopping, laundry, cleaning, cooking, filling in forms or managing money.

For many people, supporting somebody else, or 'caring',

comes briefly; maybe helping someone who has come out of hospital to get back on their feet. For others it may be a regular obligation of a few hours a week helping out. For those with disabled children or elderly relatives, it can be a lifelong commitment.

As a 'thank you' for the work of local carers, the Community Health and Social Care Partnership organised special events, open to all carers.

During October, around 19 carers enjoyed afternoon tea in the splendour of Amhuinnsuidhe Castle. Carers from Lewis and Harris attended and had a thoroughly enjoyable day.

In the same month, free hair and beauty pampering sessions were provided to carers at Lews Castle College. The sessions were kindly provided by Cosmetology students, and were enjoyed by all who attended.



*A group of carers relaxing at Amhuinnshidhe Castle.*



*Students giving some of the carers a wash and blow dry.*



The launch of the project which provides free ice grips for outdoor shoes took place during Older People's Week at the Retirement Centre in Bayhead, Stornoway.



## Avoiding falls this winter!

Allied Health Professionals have teamed up with the Change Fund this winter to help over 65s get a grip in case of ice and snow. Funding has been given for the purchase of 400 sets of Ezy Shoe ice grips which will be distributed throughout the Western Isles by the Allied Health Professions - Podiatry, Physiotherapy, Occupational Therapy, Speech and Language Therapy and Dietetic Services.

Some patients may already have received a set of Ezy Shoe grips from another source as the grips are also being distributed by the Older People's Partnership (see article left) and by the Health Promotion Department and Volunteer Centre Western Isles.

Change Fund Manager Denise Symington said: "The Change Fund was very pleased to help with this initiative as we think it will help keep active older people safe over the winter months."

If you think you would benefit from ice grips and haven't received them already, let your therapist know at your next appointment. If you think an older friend or relative may be at risk of falling, and would benefit from ice-grips, contact the Physiotherapy Department. Remember falls are everybody's business.

You should always take additional safety precautions in periods of inclement weather and consider environmental hazards such as oils and water. Ice grips should only form part of your overall safety regime and cannot protect you from slip injuries in all icy situations.

Podiatry Manager Sarann Macphee, who initiated the bid, said: "Ice grips are a small but very effective tool if roads and pavements are icy. We don't want you 'falling for us' this winter. Remember to take your ice grips off as soon as you are indoors. A number of local retailers have been asked to provide chairs at the front door of their stores for you to sit down to remove them safely. So think on – get a grip this winter – but always remember to get 'em off!"

# Launch of new projects to mark Older People's Week

An innovative new project, 'Gabhaibh gréim air a' gheamhradh' (Get a grip this winter) was launched by the Older People's Partnership on the first day of Older People's Week (October 1 – 6, 2012).

Funded by the Change Fund, and managed by the Volunteer Centre Western Isles (on behalf of the Older People's Partnership), the project supported older people to venture out during icy winter conditions by offering free ice grips that are fitted to outdoor shoes. The ice grips, which have proved to be extremely popular, were allocated for distribution through older people's groups.

A new Western Isles Older People's website, set up by the NHS Western Isles Health

Promotion Department on behalf of the Older People's Partnership, was also launched on October 1, which was International Day of Older People. The website can be viewed at [www.olderpeoplewi.scot.nhs.uk](http://www.olderpeoplewi.scot.nhs.uk). Keep an eye on the Older People's Website for future information about the availability of ice grips, and other key information.

The Older People's Week launch took place on October 1, at the Lewis Retirement Centre, Bayhead, Stornoway. Events were also held during Older People's Week in Talla Chidhe (Lochboisdale), Tagsa Uibhist building (East Camp, Benbecula) and Nurses Cottage (Berneray). The Volunteer Centre Western Isles visited older people's groups

in Barra the following week, to promote the new website.

The events to mark Older People's Week have been organised by the Older People's Partnership, which is made up of representatives from the statutory organisations, third sector and private partners who all have an interest in improving services for people in later life. The aims of the partnership are to achieve the best possible health and wellbeing in later life, encourage and enable older people to live as independently as possible, identify and promote the needs of older people and their carers and provide an opportunity for information sharing and promoting partnership working.

## NHSScotland 2013 Event

The 2013 NHSScotland Event will be held on June 11 and 12, 2013, at the SECC in Glasgow.

The theme for the 2013 event is Collaborating for Quality. More information on the theme, the programme strands and the speakers will be available soon.

The aim of the event is to continue to focus on



the quality of healthcare delivery; both now and in the future, with a strong focus on

collaboration to achieve our vision of safe, effective and person centred care.

There will be a range of sponsorship and exhibition opportunities at the event

For all the latest news in the run up to and during conference you can now follow us on Twitter. <http://twitter.com/NHSScotlandEvnt>

## New emotional wellbeing teaching resource to be made available to all schools in the Western Isles

As a result of a successful partnership between NHS Western Isles and Comhairle nan Eilean Siar, an emotional wellbeing teaching resource is being made available to all primary and secondary schools in the Western Isles. Over a number of months, NHS Western Isles' Child and Adolescent Mental Health Service (CAMHS) has been working in collaboration with the local Education and Children's Services Department to review the DVD, 'Getting the Lowdown' and ensure it is available to all schools as an up to date evidence-based resource for teachers. **Getting the Lowdown** is a resource designed to equip teachers and facilitators with the tools they need to effectively educate and engage young people around issues of **emotional wellbeing**.

Created as a way to help meet emotional literacy targets and as a compliment to a variety of staff training programmes, this resource contains teaching materials for lessons including friendships and relationships, bullying, anger management, loss and bereavement, being active, stress and anxiety, eating disorders, self harm, and depression.

The DVD, which has been purchased by the Comhairle, has been distributed to all schools. The Western Isles is the first area in Scotland where the resource is being rolled out in partnership between the NHS and local authority. The partnership will continue in terms of ongoing support in the delivery of the training programmes, which NHS Western Isles staff will continue to provide to local schools.



*Pictured is Emelin Collier, Head of Planning, NHS Western Isles, presenting Catriona Stewart, Chair of the Education and Children's Services Committee, Comhairle nan Eilean Siar, with one of the DVDs. Also in the photograph are Catherine MacLennan, Quality Improvement Officer for the Comhairle; Aileen MacSween, Head Teacher, Sir E Scott School; Allan Smithyman, Learning Community Principal; Jayne MacDonald, Head Teacher, Uig and Breasclete Schools; Shona Gunn, Head Teacher, Carloway School; Rhoda MacDonald, Head Teacher, Shelibost and Leverhulme Memorial Schools; Andrew Reeves, Head Teacher, Sgoil Nan Loch and Pairc Schools; and Mike Sullivan, Community Mental Health Worker (Children and Young People), NHS Western Isles.*

The local Royal College of Nursing (RCN) branch has recently recruited two new Activists who have agreed to take on an identified role in the RCN. RCN activists are vital to the successful working of the RCN in whatever role they take on. As an activist you can make a difference to nurses, nursing and your professional development.

The new activists have chosen to be accredited trade union representatives. The two new enthusiasts are Fiona Maciver and Elizabeth Shelby (pictured). They were formally recognised at the Western Isles Annual General Meeting in August.

The learning pathway for these new RCN representatives is very robust. They first attended a four day foundation module in Edinburgh and over the next two months, will produce a portfolio of experience which evidences their active understanding and participation in the role as a representative. While the thought of producing another Personal Development Plan and portfolio will not appeal to everyone, RCN activists are not left to struggle with this on their own.

Fiona Maciver stated: "I was very surprised and delighted at the level of support given both during the foundation module and for developing the portfolio. You can discuss any



issues with either your personal mentor or the course facilitator. They have given very practical advice to help address any problems."

The next part of the process will be a second module covering their chosen area of interest with the Steward module scheduled for January.

**RCN trade union representation is only one way that you can be involved in RCN activity.** Trade union

representatives are elected members of the RCN who act as the link and conduit of information between members and RCN Council. The representative role is clearly defined within employment legislation and this gives certain rights, such as time off to carry out RCN duties. There are three types of trade union representatives: stewards, safety representatives and learning representatives

Another role is that of the Student Information Officers. Their role is to deal with specific student issues, such as placements, bullying and accommodation. If you are interested in becoming a Student Information Officer you can find out more information and how to apply by visiting our student pages, see: Get involved <<http://www.rcn.org.uk/development/students/getinvolved>>

Paul Mathews, Assistant RCN Officer, makes quarterly visits to the Western Isles in order to support local activity. He said: "It's great to see more local reps on board. If you are interested in finding out more information on how to become involved, contact any one of the new reps. Their contact details are on local notice boards and there will soon be a link to the Western Isles Branch via the RCN website."



*Pictured are Faculty members with NHS Western Isles staff.*

## Areas of excellence and best practice identified during Patient Safety 'Autumn Harvest'

Areas of work – including Patient Safety Leadership Walkrounds, the advanced use of ehealth, and work around Sepsis awareness – were praised by Scottish Patient Safety Programme (SPSP) Faculty members, when they visited Western Isles Hospital in October.

SPSP Faculty members from Healthcare Improvement Scotland (HIS) visited Western Isles Hospital in Stornoway for an 'Autumn Harvest' to collate examples of good practice from the first phase of the SPSP, and to identify areas of success and themes of focus for the further progression of the programme.

SPSP Faculty members who attended recognised that NHS Western Isles aspires to be a world leader in the application of telehealth and stated that it is commendable that clinical staff are driving that change. The team commended the Board's ehealth progress to support standardised improved care. They highlighted the use of the digital pens and Cortix as examples of good practice. The team, led by HIS Executive Clinical Director, Dr Brian Robson, recognised that Patient Safety Leadership Walkrounds encompass all areas and have included non-clinical support services in the Western Isles, which supports the engagement of staff at all levels within the SPSP. The Board is looking towards introducing Leadership Walkrounds to other hospitals. The team highlighted the Sepsis Day event organised earlier this year in the Western Isles as 'an excellent

example' of the organisation's commitment and ability to involve staff in an engaging and effective manner. Over 100 staff attended the learning event, and the faculty commented that the event had clearly had a very positive impact on staff.

With regard to VTE (venous thromboembolism), the team recognised that NHS Western Isles has implemented separate risk assessment tools for surgical and medical admissions and this has

been incorporated into the integrated admissions document. An 'excellent' patient information leaflet has also been developed.

Within the general ward setting, the team found 'good spread and reliability' of the Peripheral Vascular Catheter (PVC) Care Bundle, and also noted that Early Warning Scoring has been implemented in medical and surgical wards.

With regard to medicines, the team viewed the new admission document as a

'very positive development' and something other Boards have struggled to set up. The standardisation and incorporation of medicines and VTE within this was commended. The faculty was also very impressed with the data provided with regard to Medical Reconciliation, and pointed out that the data provided placed the Western Isles as amongst the most advanced in the country in this area.

Speaking to staff at the feedback session, Dr Robson said: "We have seen fantastic examples of how you are taking things forward.

"Your work on ehealth is outstanding. We have been round some big Boards with huge ehealth opportunities and challenges and here in the Western Isles you have been proactive and have positioned the technology really well. The digital pens are a really good example of this."

Dr Robson also described the organisation's use of Cortix as 'really impressive'.

With regard to Sepsis, Dr Robson described the learning model as a 'really nice model' that could be applied in other areas. "I don't think other Boards have done something as fantastic as that," he added.



*Pictured are two of the receptionists at Ospadal Uibhist agus Bharraigh at the new reception area in the hospital; Margaret MacDonald and Catriona MacDonald.*



## Hospital security update

Work to replace the automatic doors to the main front entrance of the Western Isles Hospital, the Emergency Department entrance doors and also the three sets of doors to the loading bay on level 1 was recently completed.

The replacement programme is part of the work initiated by the Security Group, which also includes improvement to the Ospadal Uibhist agus Bharraigh reception area to improve security (see photo left), the installation of internal and external CCTV cameras at hospitals, the installation of Paxton security systems. The plan is to introduce a 'swipe card' access system throughout the hospitals to further improve security arrangements. This work has taken place as a result of feedback by staff in the 2010 Staff Survey.



## Around £700 raised for Multiple Sclerosis in memory of a colleague

Almost £700 was raised at a Bake Stall organised by the Outpatient Nurses in memory of their friend and colleague Catherine Millar.

After Catherine's untimely death in August this year the Outpatient Department staff wanted to do something in her memory and it was decided that a bake stall to raise funds for the local MS Society would be a good way to remember her.

The stall was held on November 9 in Western Isles Hospital Reception, and it is testament to the high regard in which Catherine was held throughout the organisation that this magnificent sum of money was raised.

Outpatient staff would like to thank all those from out with the department who so kindly donated baking and money, as well as those who purchased the cakes.

## Remembering loved ones at Christmas

Christmas is a time of reflection as we approach a new year. At this time of year, we also remember loved ones who are no longer with us, and our memories of them never leave us.

We would invite those who want to remember loved ones who have passed away to leave a message of remembrance on our Remembrance Tree which is situated outside the Religious and Quiet Room on the second floor of the Western Isles Hospital, MacAulay Road, Stornoway.

The Tree will be available throughout the months of December and January and cards to write messages are available.

Although they have passed away we remember them.

**Calum Russell**





# British Heart Foundation Walks raise funds for a good cause

*Pictured are some of the walkers in Stornoway.*

A grand total of £420 was raised for the British Heart Foundation in September, when around 80 people across the Western Isles braved the elements to raise awareness and much needed funds.

Known as 'Walk the Western Isles Way', the walks took place across the Western Isles from Lewis to Barra on Saturday, September 29. The walks have been extremely popular in recent years, with participants enjoying the fresh air, camaraderie and exercise and, in the process, much needed funds are raised every year for the British Heart Foundation.

Each of the walks this year were approximately four miles, with the exception of the Uist walk, which was around six miles.

The NHS Western Isles Health Promotion Department would like to thank all the people who took part in the walks this year, and helped to raise awareness and funds for the British Heart Foundation, despite the wet weather.

## Training to become walk leaders!

The NHS Western Isles Health Walk Project delivered a walk leader training event in Stornoway on October 29.

This training was delivered through the 'Paths For All' organisation and has resulted

in nine new recruits for our project.

Four of the new volunteers are from the Westside of Lewis and this should give the health walks project an opportunity to deliver more

day and evening health walks in this area in the coming months.

**Chris Ryan**  
Paths for Health Coordinator



On the evening of October 31, Paths for Health organised a Ghost Walk in the Stornoway Castle Grounds.

The walk, which was great fun, was attended by 16 brave participants – including a number of very scary ghouls and witches! We do believe some of those who attended may have day jobs in the Health Promotion Department...

Chris Ryan, Paths for Health Coordinator, would like to thank everyone who turned out for this walk, which was thoroughly enjoyed by all. He would also like to thank the Stornoway Thespians for the loan of costumes and props.

*NHS staff as you've never seen them before!*



*The costumes were excellent and certainly added to everyone's enjoyment.*

**Were you brave enough for the Ghost Walk?**

## Patients 'treated with care and respect'

NHS Western Isles has welcomed the results of the 2012 Better Together Inpatient Patient Experience Survey, in which the organisation achieved some exceptionally positive feedback.

Not only has the Health Board achieved further improvements since the 2011 survey, it continues to exceed the national average in the vast majority (91%) of responses to questions in the survey; in many areas quite significantly.

NHS Western Isles was delighted that the vast majority of patients who responded (97%) felt that they were

'treated with care', which was 4% higher than the national average. A total of 95% also felt that they were treated with respect, and the same proportion said they were as physically comfortable as they could expect to be.

In line with the Board's excellent track record in hospital cleanliness, the Board also welcomed the fact that 98% of respondents said that the main ward they stayed in was clean. This is 5% higher than the national average.

For those patients whose hospital visit was planned in advance, 97% responded positively about the length of

time they had to wait before being admitted to hospital. This is 9% above the national average.

Significant improvements had been made since the previous survey in the admission process through the Emergency Department, with some positive responses up to 18% higher than the national average. On the overall hospital environment, at 14% above the national average, 94% of Western Isles respondents rated the environment as positive. A total of 90% of respondents were happy with the food and drink that they received

(22% higher than the Scottish average).

NHS Western Isles staff were rated positively by 93% of respondents (6% higher than the national average) and the vast majority (91%) of respondents said that both doctors and nurses listened to them if they had questions or concerns.

The NHS Western Isles full survey results are available at: <http://www.patientexperience-bettertogether.scot.nhs.uk/Results2012.html>. A local Report and Action Plan has been developed, copies of which can be accessed on the Intranet.