

# spectra



THE STAFF MAGAZINE FOR NHS TAYSIDE



Volunteering in NHS Tayside  
It's for everyone!

Issue 48  
June - July 2010



## Dear spectra readers,

We are in the midst of summer at last. Long hot days, barbeques and an abundance of sport on television. Wimbledon, the World Cup and the Open Championships are all guaranteed to ignite some sporting aspirations in us all. What better way to pledge your support to get active than to join the NHS Tayside Active Nation programme, recently launched with the help of Dundee United and St Johnstone football clubs.

Our feature this issue looks at volunteers in NHS Tayside and the fantastic work they do for us. Volunteers come from all walks of life and NHS Tayside recognises the significant contribution they make to enhance the experience our patients have.

Voxpop this issue asks our staff about their experiences with volunteers and if they would consider volunteering themselves.

To show our commitment to encouraging breastfeeding amongst new mothers in Tayside, we recently launched our GrowWell Breastfeeding Friendly Café at The Shore in Dundee. This coincided with the accreditation of four of our maternity units across Tayside as part of the UNICEF UK Baby Friendly initiative, a programme to promote breastfeeding through maternity hospitals.

The TREATS team have some more sizzling offers for staff with activities to suit all tastes. Grab a good deal this summer.

The editorial team is always looking for ideas and articles so if you think you have something that would be of interest to your colleagues, share it with us (contact details below).



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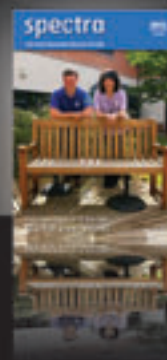
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in NHS Tayside  
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## It's your magazine so share your news and views

We'd like to hear about what you and your department are doing. Maybe you're just starting out on a new project or you're welcoming a new member of staff. You and your colleagues may be organising an open day or fundraiser. Whatever you'd like to share across NHS Tayside, just let us know.

We also welcome your views and opinions so if there's something you'd like to get off your chest or a topic you'd like to debate with colleagues, get in touch.

Please send items for the next edition of spectra, Issue 49 to the editorial team by Tuesday 13th July. The deadlines for future editions of spectra are as follows:

Issue 50 Oct/Nov: Tuesday 7 Sept

Issue 51 Dec/Jan: Tuesday 2 Nov

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# Maternity units get seal of approval

Maternity units across Tayside have been labelled 'Baby Friendly' as part of a worldwide breastfeeding initiative.

Community midwife-led units in Perth, Montrose and Arbroath have received full accreditation from the UNICEF UK Baby Friendly Initiative, a programme established by the World Health Organization (WHO) and UNICEF to promote breastfeeding through maternity hospitals.

The three maternity units were first designated as Baby Friendly in 1998 and are reassessed every few years to ensure they are fulfilling all the criteria of the initiative. The most recent assessment was in February and all three units were reaccredited, having now upheld the international standards for the past 12 years.

The maternity unit at Ninewells Hospital was also recently assessed and has gained stage 2 accreditation with the final stage 3 assessment planned for next year.

The UNICEF UK Baby Friendly Initiative has worked with NHS Tayside to ensure a high standard of care for pregnant women and breastfeeding mothers and babies.



*Ninewells Ward 38 staff, including infant feeding adviser Carol Sutherland (centre right) and breastfeeding volunteer Margaret Mackie (right), with new arrivals Katie and Millie and their parents*

Picture courtesy of The Courier, Dundee

## Key appointments in Nurse Bank



The NHS Tayside Centralised Nurse Bank, which provides supplementary Nursing and Midwifery staff to all services within NHS Tayside, has recently appointed two key posts within the team.

Ann McLean has been appointed as senior nurse with responsibilities for recruitment, and the development and management of professional standards and staff governance.

Allison Morrison has been appointed as office manager and brings with her a wealth of experience from her previous role of e-KSF Training Co-ordinator.

*Office manager Alison Morrison (left) and senior nurse Ann McLean*

## What will you be wearing?

The new national uniform will apply to all staff who currently wear a uniform. Staff who don't wear a uniform at the moment will not be required to do so.

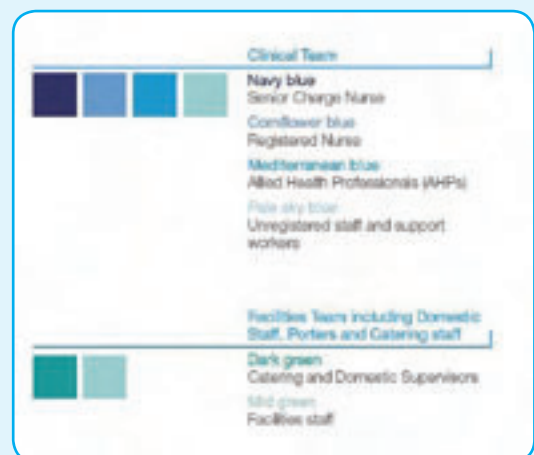
There will be a phased approach to its introduction with existing stocks of old-style uniforms already held by NHS Tayside being issued in the first instance. A complete changeover across all NHS Boards will occur by December 2012.

The chart shows what particular uniform applies to which member of staff.

Administration and clerical staff who currently wear a uniform will receive a plain coloured mid-green blouse or shirt and navy blue trousers.

For more information visit [www.scotland.gov.uk/nhsuniform](http://www.scotland.gov.uk/nhsuniform)

There is also a dedicated section on Staffnet under Our Websites | Uniform New Staff Uniform





# Matching & Innovation Funds

Tayside NHS Board Endowment Fund Trustees have once again approved that resources be allocated to Matching and Innovation Funding in 2010/11.

The Matching Fund and the Innovation Fund each receive an allocation of £25,000 and bids are invited to be submitted in accordance with the guidelines below. It should be noted that bids may be submitted at any point during the year.

The Matching Fund is available to support NHS Tayside staff in their efforts to enhance patient comforts. Trustees will consider applications to fund up to 50% of the total amount required to complete a specific project. Successful applicants will be required to commit to raising at least 50% of their project or target total.

NHS Tayside staff who have innovative ideas on how to improve patient care or quality of life now have the opportunity to turn their thoughts into reality. Board of Trustees of Tayside NHS Board

Endowment Fund have created the Innovation Fund solely to support staff who wish to set up new projects which they believe will bring greater benefit to patients. The project can be based in the community or on a NHS Tayside site and be a one off event or the beginning of a longer term improvement.

Trustees wish to encourage staff to consider smaller pilot schemes in order that more projects can receive support. All applications will be considered and each one will be judged on its merits.

The application form is on the last page of the Endowment Fund Policy & Procedures which is available on Staffnet by following the path Safe & Effective Working | Policies | Finance and Governance | Endowment Funds.

Completed applications should be sent to Wendy Aitchison, Finance Department, Level 10, Ninewells (wendy.aitchison@nhs.net, x33068).

## Picture this

NHSScotland has launched a new free-to-use national photo library.

This resource has a large number of high-quality images covering a huge range of subjects and issues, which reflect the wide spectrum of NHSScotland care and interactions with patients

There are hundreds of images to help you ensure your print and online publications are enhanced with the highest quality of photography, and can be used in patient leaflets, newsletters, PowerPoint presentations or on our web or intranet portals.

All the images are free to use for staff in NHSScotland for work-related publications and they meet strict guidelines including HAI and dress code.

It's easy to use this resource and simple to register. Just visit [www.nhsscotlandphotolibrary.org](http://www.nhsscotlandphotolibrary.org) and fill in the form, then have a browse through the library and see what is available for the project you are working on.

If you, your team, or area of work is interested in taking part in a photo shoot to add to the NHSScotland Photo Library, please contact Lucy Hartley from NHS Greater Glasgow and Clyde's corporate communications team at [lucy.hartley@ggc.scot.nhs.uk](mailto:lucy.hartley@ggc.scot.nhs.uk)



## Food audits

Members of the Public Partnership Group (PPG) recently took part in a food audit at Royal Victoria Hospital led by Assistant Catering Manager Roddy Alcorn and Assistant Support Services Manager Ian Ramsay.

The purpose of the audit is to show the PPG members the quality and standard of food that is served to the patient, and involves the group visiting the ward and being served a selection of food from the patient menu. Members are asked to comment on the temperature, presentation and taste, all of which will help in Roddy's report towards the QIS standards.

## news in brief Angus

### ● Angus marks World Asthma Day

World Asthma Day this year focused on children and young people and Angus CHP helped to raise awareness of the condition.

Over the past five years the Asthma in Schools project has trained Angus education staff in recognising the symptoms of asthma, medication and understanding how the condition can impact on a child's education.

### ● Free weight management classes

Angus CHP ran free weight management classes in Arbroath, Brechin and Forfar for local residents with a BMI of 25 or above.

The Winning Weigh programme saw trained staff offering practical advice and encouragement to help people adopt healthier lifestyles, improve fitness and reduce their BMI.

### ● Angus CHP annual report

Angus CHP Committee was updated about improvements and developments in relation to the committee's five key priorities over the last year, which include financial, performance and governance arrangements, shifting the balance of care, enabling health, and partnership working.

The committee also noted the high level of partnership working in Angus and priorities for the community planning partnership over the next three years on the specific themes of alcohol, healthy eating, smoking, exercise, mental health and wellbeing, sexual health and dental health.

### ● Arthritis information evening

The Angus Arthritis Forum in conjunction with Angus CHP held an information evening for anyone living with arthritis, their families and friends.

NHS Tayside Occupational Therapist Andrew Makaka gave a short talk on the benefits of various appliances and aids that are currently available.

## First keyhole procedure for prostate cancer



*Lynn McKeown (left) and Alison Robertson from theatre services with Ghulam Nabi and John Bruce*

The first keyhole surgery procedure in Tayside to remove a cancerous male prostate gland has been carried out at Ninewells.

A first for the north east of Scotland, the keyhole prostatectomy was undertaken by Consultant Urological Surgeon Ghulam Nabi on patient John Bruce of Menzieshill, Dundee.

Previously in Tayside, an open procedure to remove the cancerous prostate gland would have been carried out. The keyhole procedure offers huge benefits to the patient including shorter recovery time, less blood loss, a better view for the surgeon of internal structures and less need for blood transfusions.

Mr Nabi said, "This is a new highly specialised surgical technique that I have now started in Dundee to benefit the patients of Tayside.

"It fits in well with the remit of the recently established Dundee Cancer Centre and our goal is now to work towards making Ninewells a centre of excellence for this technique."

## Garden fete raises funds



*Lorraine Kelly tries her luck at the tombola*

A garden fete held in Broughty Ferry, Dundee has raised £6000 to support the new symptom control acute palliative care unit at Ninewells.

Visitors to the fete were able to see demonstrations on fly fishing, dry stone walling and chainsaw wood carving and browse stalls featuring cake and candy, plants, Cairn O'Mohr wines, and arts and crafts. Music was provided by the Army Cadet Force Pipes and Drums.

Ninewells is the first hospital in the UK to pilot a palliative care and symptom control unit in an acute hospital. Most people associate palliative care with hospice settings, however, consultant in palliative medicine Dr Pamela Levack is clear that many hospital patients could benefit from specialist palliative care skills.

The short-stay unit is dedicated to managing patients with complex symptoms and is staffed by a team of specialists including anaesthesia and pain medicine, chaplaincy, pharmacy, palliative care, oncology, occupational therapy, physiotherapy, and social work.

Trudy McLeay, a radiographer who has recently retired from NHS Tayside, is leading fundraising to support the unit. Anyone who would like to become a fundraising friend of the unit please contact the fundraising office on 01382 527886 or x27886.

## Substance misuse support event

Families affected by substance misuse were invited to an event to raise awareness of the services available to them in Dundee.

The Scottish Network for Families Affected by Drugs and the Dundee Alcohol and Drug Partnership (ADP) organised the event at Meadowside St Paul's Church, which was designed to encourage family members to meet other individuals in similar circumstances and to find out about the local services in Dundee.

Services represented included Addaction Dundee, Tayside Substance Misuse Service, Tayside Council on Alcohol, CAIR Scotland and many more.

Chair of Dundee ADP and General Manager of Dundee CHP David Lynch said, "The ADP is fully aware of the impact substance misuse has on family members in Dundee and is looking to engage with carers and communities to ensure appropriate support is available.

"This event marks the beginning of a wider process of engagement planned by the ADP."

*David Lynch (left) with organisers of the event*





# Breastfeeding friendly café launches in Dundee

NHS Tayside has launched a café which offers mothers in Dundee a comfortable and safe place to breastfeed their children.

The GrowWell café, a partnership between NHS Tayside and Dundee City Council, was officially opened by NHS Tayside's GrowWell Mum of the Year Susan Middleton and her six-month-old daughter Catherine.

Based in The Shore, Dundee, The GrowWell café is open to all members of the public and offers a secure, relaxed environment where women can breastfeed their children. The initiative will also provide a variety of organised activities and groups that will include healthy eating workshops and an Infant Feeding Support Group.

NHS Tayside's Programme Manager Carol Barnett said, "There is a great deal of evidence to show that breastfeeding has significant health advantages for both infant and mother.

"The GrowWell café is an extremely important initiative and will be very beneficial for mothers in Dundee by offering the right kind of support and encouragement."



*l-r Carol Barnett, The Shore hospitality tutor Sturrock Ritchie, Susan Middleton with Catherine and partner, advanced practitioner in health improvement Heather McGregor, non-executive member of NHS Tayside Board John Angus and Manager of The Shore Gail Thomson*

## NHS Tayside praised for Patient Safety Programme

NHS Tayside recently hosted the Scottish Patient Safety Programme Faculty site visit in Ninewells.

Attending the event was Dr Brian Robertson, Medical Director for eHealth, National Services Scotland and Dr Allan Frankel, Director of Institute of Healthcare Improvement (IHI).

Dr Robertson was impressed with the work being done in NHS Tayside around patient safety and the long history around improvement in this area that the board has undertaken.

Dr Frankel said, "NHS Tayside is leading the way in encouraging clinician and managerial leadership in patient safety. We have been using the work that NHS Tayside does in this area as an example of best practice in patient safety improvement."

John Angus, non-executive Board member attending the event said, "The positive comments from the Faculty members today are a big compliment and reflect on the staff, senior management and Board."



## Nuclear Medicine redevelopment approved

NHS Tayside Board has approved proposals to redevelop and modernise the Nuclear Medicine department's imaging service, radiopharmacy and laboratories at Ninewells.

The Board gave the go-ahead to the project, which will see the department relocating to a new build on a site close to the main entrance of the hospital. Work is due to begin later this summer with the new unit expected to be operational by summer 2012.

Work has also begun on a new Imaging Service at PRI which, coupled with the Ninewells development, will assist in providing the necessary capacity to meet the increasing workload and requirement for equity of access in Tayside.

## news in brief Dundee

### ● TAHSC website launches

A state-of-the-art website ([www.tahsc.org](http://www.tahsc.org)) creating a single research portal for all clinical research activities within Tayside has launched.

Earlier this year, the University of Dundee and NHS Tayside formed a new collaborative venture - the Tayside Academic Health Sciences Centre (TAHSC) - to boost clinical research activity in the region.

Users of the site can be kept up-to-date by subscribing to RSS news, becoming a fan on Facebook, following TAHSC on Twitter and linking via their LinkedIn group.

### ● Fruit & veg stall re-launched

Children from Dundee's Wonderland Nursery re-launched the popular fruit and vegetable stall at Ninewells, which is helping patients, staff and visitors get their five-a-day.

The market stall is available every Tuesday in the Fresh Air Garden at the main entrance to the hospital with newly extended opening hours between 9am-5pm.

The stall is run in partnership with Transform Community Development previously known as Dundee Cyrenians.

### ● Stoma care open day

A stoma care open day was held at Ninewells for Tayside and North East Fife patients.

The stoma care team were on hand to offer advice and information, while the latest products from stoma care companies were also on show.

A stoma is an artificial opening on the abdomen that is surgically created to remove or bypass an injured or diseased part of the digestive or urinary system.

# Blairgowrie hosts medical history display

Blairgowrie Community Hospital is hosting a display of medical memorabilia which includes medical equipment and surgical instruments, as well as a variety of photographs.

Many of the exhibits were donated by local GPs Dr Ron Pyle, who is now retired, Dr Iain Mackay and Dr Karalyn McNeil.

Dr Graham Lowe, Honorary Curator of Tayside Medical History Museum at Ninewells, and Matthew Jarron, Curator of Dundee University Museums Collection, provided additional specialist information and, together with Blairgowrie native and retired Dundee GP Dr James McKellican, are responsible for assembling this exhibition.

Dr Lowe said, "This exhibition has been a real team effort and I am very grateful for the enthusiastic support received from staff at the hospital, local GPs and members of the Friends of Blairgowrie Community Hospital."

- Pitlochry Community Hospital is currently on the look out for memorabilia to be part of a new medical history exhibition.

Anyone who has any suitable items such as photographs, minute books, newspaper articles or medical equipment that they would be willing to allow to go on display please contact senior charge nurse Caitlin Charlton on 01796 472052.

*l-r Dr Graham Lowe, Chair of The Friends of Blairgowrie Community Hospital Douglas Kidd, Matthew Jarron, Sandy Watson, The Rev Ian Knox, senior charge nurse Kate Wright and Dr James McKellican*



## Engaging with young people in Perth

Young people in Perth & Kinross took part in presentations showcasing local services available to them at an NHS Tayside learning event.

The event, which was organised by Perth & Kinross CHP, saw public and voluntary sector organisations come together to hear about work that is currently being undertaken across the region to engage and consult with children and young people.

It also gave young people themselves the opportunity to highlight areas of good work and to assist practitioners in identifying where future engagement work should be targeted.

Presentations were made on the work of the Youth Council, Young Carers, Bereavement Service, and the Cool 2 Talk website, and practitioners saw a drama production which has recently toured P&K schools, focusing on a wide range of health issues facing young people.

Opening the event, NHS Tayside Chairman Sandy Watson said, "The Cabinet Secretary for Health and Wellbeing wishes us to move to a more 'mutual' NHS, where partners have real involvement and a voice that is heard. This event is about changing the way NHS Tayside relates to our young people – about giving them their place as the citizens of today, not just tomorrow."

*P&K Council Youth Services Manager James Allan (left), Sandy Watson (second left) and Chair of Perth & Kinross CHP John Angus (right) with members of the Youth Council and Young Carers*



*Jane Laahs, Voluntary Services Manager for Perth & Kinross (left) and senior charge nurse Caitlin Charlton (right) with the volunteers*

## New volunteer service at Pitlochry Hospital

Following a successful recruitment campaign, NHS Tayside has enlisted the help of 12 'Welcome Volunteers' to support the day-to-day running of Pitlochry Community Hospital.

The volunteers, based in the foyer of the hospital, will be available to offer directions or information to patients, relatives and visitors and to direct anyone looking for assistance to the relevant department, as well as manning the Welcome Desk, which features a range of health promotion information.

They will also escort and support those people who require a little extra help and sit with unaccompanied, frail or elderly patients.

In addition, volunteers will provide support to the nursing teams within the GP inpatient ward by socialising with patients, assisting with teas, taking patients into the garden, assisting with reading materials and playing table top games.



# Nursing Officer visits Tayside

Hugh Masters, the new Nursing Officer for Mental Health and Learning Disabilities at the Scottish Government, met with staff at Murray Royal Hospital and Carseview Centre to hear about local services.

During his visit, Mr Masters met with mental health and learning disability staff, as well as representatives from local service user and carer groups.

He was given a tour of Braan and Moredun B Wards at Murray Royal and had the opportunity to view detailed models and drawings of the new mental health facilities to be built on the Murray Royal and Stracathro sites.

Mr Masters then travelled to Dundee to visit the learning disabilities assessment unit at Carseview Centre and to discuss 'Rights, Relationships and Recovery', a report on the national review of mental health nursing in Scotland.

*l-r Marina Young, Project Manager for Rights Relationships and Recovery; Hugh Masters; Professor Elizabeth Wilson, Nurse Director; Anne Poustie, senior charge nurse; Hazel Mitchell, Programme Director for Tayside Mental Health Services*



## news in brief Perth & Kinross

### ● Praise for new stroke unit

The new 26-bed stroke unit at PRI is already seeing significant improvements in the care journey of patients since opening in December 2009.

On arrival at PRI, most patients are transferred to the stroke unit within 24 hours and all patients receive specialist treatment and tests, including CT scanning, within 48 hours of admission.

The new unit has greatly enhanced the environment for stroke patients by allowing them all to be treated in the same place by specialist staff, including occupational therapists, speech and language therapists and dieticians.

### ● Tackling asthma in schools

A project to help tackle asthma in school children is being extended across Perth & Kinross following a successful pilot in schools in Perth and Blairgowrie.

Since the programme began a year ago, 380 teaching staff and 79 support staff across 25 schools have been trained in the management of acute asthma attacks, treatments and an understanding of the possible impact on children and their education.

The project is being extended to 10 schools in the Auchterarder and Pitlochry areas.

### ● Improving health equity in P&K

A multi-agency event has been held at McDiarmid Park to discuss NHS Tayside's Health Equity Strategy "Communities in Control" and how this can be localised to reduce inequalities in Perth & Kinross.

An action plan is currently being drawn up to allow Perth & Kinross CHP to take forward the strategy and deliver its aim of reducing health inequalities within a generation.

## Online giving facility launches

Tayside NHS Board Endowment Fund has launched a new online giving facility, making it easier for members of the public to support a local hospital, ward or service within NHS Tayside.

This new additional service allows the donor to make their financial gift by debit or credit card, which they can do from home or anywhere in the world with internet access.

Supporters who wish to organise a fundraising event such as a sponsored run will also have access to an online facility to set up their own appeals page and unique link for donations.

Chairman of NHS Tayside Sandy Watson said, "A donation can make a real difference for patients and staff, no matter how big or small.

"We are making it easier for people to donate online by launching our online giving facility [www.giving-is-caring.org.uk](http://www.giving-is-caring.org.uk) on the NHS Tayside website."

Information points were set up at Ninewells Hospital, Whitehills Health and Community Centre in Forfar and Perth Royal Infirmary where members of the public and NHS Tayside staff were able to find out more.



*l-r Endowment Accountant Wendy Aitchison, Corporate Accountant Grant Wilson, Committee Support Officer for Endowment Board of Trustees Alison Stibbles, Fundraising Development Officer Callum Cockburn and Sandy Watson*

# Volunteering ...it's

**Volunteering opportunities within NHS Tayside have developed and grown over the last few years. The stereotypical image of a volunteer as being retired couldn't be further from the truth.**

Today's volunteers are drawn from a variety of backgrounds and all walks of life, some are retired, some are working, some are not, some are students, ...volunteering is for everyone!

It is widely recognised that volunteering is a mutually rewarding experience and volunteering with the NHS benefits not only patients, carers, service users and staff but also volunteers themselves.

NHS Tayside has the highest level of volunteers amongst Health Boards in Scotland, with almost 1000 citizens giving their time and energy freely to the NHS. NHS Tayside greatly appreciates the enormous contribution volunteers make to enhance the patient experience whether this is in healthcare settings or in the community.

Volunteers can be found working alongside staff on many hospital wards and helping to support self-management groups in the community in Angus, Dundee and Perth & Kinross. Volunteers help to deliver services working side-by-side with medical and nursing staff and allied health professionals complementing, not replacing their work.

From volunteer drivers, health walk leaders, library assistants, hairdressers, befriending and ward visitors, art therapists, hospital radio to Chaplaincy volunteers, they all continually, on a day-to-day basis, help improve the quality of services for patients.

NHS Tayside is currently working towards gaining the Investors in Volunteers Award. It is vital that all volunteers feel supported in their roles and NHS Tayside is committed to ensuring a fair and consistent approach to the induction and training of all volunteers.

There are many more opportunities where volunteers could be involved and NHS Tayside is keen to promote and raise awareness amongst all staff within the organisation of the benefits and opportunities that volunteering brings.

**If you would like to know more about volunteering, perhaps to have volunteers work in your area, or if you have an interest in volunteering yourself then please contact one of our Voluntary Services Managers.**

There are six managers covering Angus, Dundee and Perth & Kinross:

**Angus:** [Pat Fox](#) 01307 475069  
[Geraldine Stenson](#) (Macmillan Stracathro) 01356 665014

**Perth & Kinross:** [Jane Laahs](#) 01738 562323  
[Karen Thomson](#) (Macmillan Cornhill) 01738 413013

**Dundee:** [Linda O'Neill](#) 01382 831943  
[Jimmy Orr](#) (Macmillan Roxburghe) 01382 423128





# for everyone!



Valuing volunteers who freely give of their time and talents to improve patient care whilst developing their own skills and interests



# Volunte — worth their v

Almost 1000 volunteers from across Tayside regularly give up their free time to help improve the health and wellbeing of patients, service users and their families and carers.

NHS Tayside recognises the valuable contribution volunteers make right across the organisation and to the community.

Volunteering brings a wide range of benefits not only to patients, carers and service users but also to staff, as volunteers can help free up professional time, improving the patient journey within our healthcare settings.

From drivers, gardeners, breastfeeding buddies and hospital radio workers to befrienders, ward visitors, and meeters and greeters; the list is endless and there is hardly a healthcare area without volunteers.

spectra went out and about across Tayside to find out what our staff think of the volunteers who work alongside them and whether volunteering is something that they would consider themselves.



**Father Aldo Angelosanto**

CHAPLAIN

*Spiritual Care, Ninewells Hospital*

Yes we have volunteers. David Gordon is our senior chaplain and is in charge of training, overseeing and organising their work.

The volunteers' remit is to go around and speak to every patient to which they have been assigned. It's a friendly approach – sometimes people can come into hospital who are split up from the community and need some companionship.

My whole life is visiting patients in hospital. It's an act of love, neighbourliness and sharing humanity.



**Barry Hampton**

HEALTHCARE ASSISTANT

*Ward 4, Ninewells*

We have some volunteers in the kitchen in Wards 3 and 4 who make pots of tea and help with the cleaning.

Some of the volunteers come in three times a week and keep the patients company.

I suppose if I had the time and the money I would consider volunteering as volunteers do a lot of good work.



# Volunteers bring weight in gold...



**Lesley Richardson**

SENIOR STAFF NURSE

*Simpson Day Unit, PRI*

There are volunteer drivers who bring in patients from their own homes to the unit and take them back again. They are a very precious resource for us as they service the more outlying areas and, without them, many of these patients just wouldn't get here.

They are very flexible with their time schedules and can get to know patients and their needs, making patients' journeys a little bit more comfortable.

I would definitely consider volunteering. I have a Marie Curie background so would have a tendency to volunteer in a hospice/palliative environment.



**Phyllis Winters**

TEAM LEADER

*Montrose Community Maternity Unit*

We have a couple of young women who help out regularly at the unit. They give out teas, help out at the breastfeeding group, and carry out simple administration duties as well as being on hand for a friendly chat with mums.

They are hugely helpful and provide a welcome additional service not just to the mums who use this unit but to the staff here also. Volunteers gain from working too; they gain experience and communication skills from being here and these opportunities help build 'social capital' in communities.

I have considered volunteering but I am very pushed for time. However, if I was to volunteer I would like to give my services to the First Responder Team as I think they are a wonderful asset to a community.



**Karen Reid**

WARD CLERK

*Clova Ward/ Strathmore Hospice, Whitehills*

We have regular volunteers who work very successfully alongside staff in this ward. They are very useful and help out with simple tasks such as giving out teas and coffees, filling water jugs and answering the phone. There are also volunteers providing complementary therapies for patients.

I couldn't fit in voluntary work at the moment due to my own work commitments and I have children still at home. However after seeing how well volunteers fit in here it's definitely something I will consider when I have more free time.



**Sarah Semple**

HEALTHCARE ASSISTANT

*Montrose Community Maternity Unit*

I work closely with volunteers in this unit and they are very helpful. I delegate tasks such as washing toys, restocking shelves, etc.

The volunteers are given easy tasks at the start so that they don't feel overwhelmed as it's very important to make our volunteers feel comfortable and supported in their roles.

I'm not able to volunteer myself because I work full time and I have a young child. I think it's a great idea and I am a believer in the added value volunteers bring.

## Suicide prevention is everyone's business



**Community midwives in Arbroath receiving their training**

NHS Tayside recognises that for suicide prevention to have the greatest impact it should not focus solely on mental health services.

In order to tackle suicide, a wide-ranging approach should be taken, which is not the sole responsibility of one agency. NHS Tayside is aware of the role it plays in providing interventions to vulnerable people and is taking steps to ensure that relevant staff have the skills and confidence to intervene when an individual in their care may be at risk of suicide.

Staff working in mental health services, primary care and accident and emergency units are being targeted with training, which will provide the skills to assess and respond to people at risk of suicide. More information on training courses is available on Staffnet | Noticeboard | Staff Notices | Suicide prevention is everyone's business.

For more information on suicide prevention in Scotland visit [www.chooselife.net](http://www.chooselife.net)

## Keep well speed networking event

A Keep well speed networking event was held at Dundee Ice Arena to raise awareness of the services that frontline staff can signpost to.

Presentations were given by Scottish Bowel Screening Service Manager Linda Colford, Alcohol Brief Interventions Co-ordinator Nick Fuller and Keep well Facilitator (Mental Health) Deirdre Cameron.

This year in Tayside there have been more than 1,600 Keep well assessments carried out, and the HEAT target set by the Scottish Government has been met.

Keep well is a Scotland-wide programme aimed at reducing health inequalities to those living in more deprived communities who are at particular risk of preventable ill health.



**I-r Administration assistant Louise Ramsay, project implementation manager Nicola Stevens and project administrator Lesley Page at the event**

## Perth mum Gives It Up For Baby

**I-r Asda Pharmacist Patrick Mullan, Naomi's mum Jackie McArthur, Naomi's daughter Lexi, Naomi and GIUFB Support Worker Tracey Furness**



A young Perth mum has given her unborn baby the best start in life by giving up smoking through NHS Tayside's Give It Up For Baby (GIUFB) scheme.

Naomi Hart (24) from Muirton in Perth, used to smoke around 20-a-day for almost 10 years.

Naomi had attempted to quit before but found that willpower alone was not enough to keep her off the cigarettes. When she became pregnant with her second child, she decided to try

again and signed up to GIUFB through the pharmacy at ASDA.

"The weekly carbon monoxide testing at the pharmacy has really helped me to stop as it's such a good feeling when you pass and it makes me not want to cheat and have a cigarette," Naomi explained.

"The £12.50 a week is also a really good incentive and I've been saving it up each week. The money will come in really handy once the baby is here."

## Brain Awareness Week

Patient artwork from the Centre for Brain Injury and Rehabilitation at Royal Victoria Hospital went on display at Dundee's Central Library for Brain Awareness Week (15 - 20 March).

The exhibition brought together a diversity of artworks such as drawings, paintings and monoprints and included a combination of abstract works, portraits and landscapes.

Artist Christine Goodman said, "A variety of sources were used to start their artistic process including art books, photographs, postcards, still life set-ups, patient memorabilia and their imaginative ideas."





## “Breakfast is Braw”



*Abertay Health Sciences student Chris Burnhill (dressed as a banana) with Menzieshill High pupils and pupil support workers*

Pupil support workers at Menzieshill High School in Dundee run a breakfast club for pupils every morning to promote the importance of a good breakfast.

Organised in conjunction with students and staff at The Corner Young People's Health and Information Service, sessions have involved discussion around the importance of having five portions of fruit and vegetables a day.

## Hand hygiene training

Comrie Medical Centre and Springfield East and West Practices in Arbroath have successfully completed their hand hygiene training packages with NHS Tayside Hand Hygiene Co-ordinator Margaret Kennedy.

Margaret presented each practice with a certificate to mark their achievements.



**Springfield East**

**Springfield West**



**Comrie**



## Active Nation kicks off

Players from Dundee United, St Johnstone and Brechin City Football Clubs showed their support at the launch of NHS Tayside's Active Nation initiative by encouraging people to include physical activity into their everyday lives.

Active Nation aims to motivate Scots to increase their physical activity by taking at least half an hour of exercise, five times a week.

Currently in Scotland only 39% of adults, 63% of girls and 74% of boys are meeting these levels. In Tayside, 22% of adults are clinically obese and more than one in five children is overweight when they start primary school.

There are easy ways to fit activity into your day such as:

- Ditching short car trips and walking instead
- Taking the stairs instead of escalators or lifts
- Doing the garden or helping a neighbour by doing their garden
- Walking the dog, or even walking a neighbour's dog
- Vacuuming or doing the housework to your favourite music
- Playing football with your kids in the park
- Cycling with friends

NHS Tayside Chairman Sandy Watson said, "As a health promoting organisation, NHS Tayside aims to improve the health and wellbeing of adults and children within the Tayside area. This is in line with the Health Equity strategy which aims to improve health and reduce health inequalities across Tayside."

For more information visit [www.ouractivenation.co.uk](http://www.ouractivenation.co.uk)



*(back, second left) Health Promotion Programmes Manager Mary Colvin, (back, right) Sandy Watson with Dundee City Council representatives, Dundee United players and pupils from Dens Road Primary School*

## Dundee Travel Active

The Dundee Travel Active team is looking to further promote active methods of travel such as walking and cycling in parts of the city including the city centre, Hilltown, Stobswell and the West End.

As part of its work, Dundee Travel Active has a team of specially trained Travel Advisors. These Advisors engage with residents and visitors and find out about individuals' travel choices and potential motivations for changing these towards more active options.

The programme is looking to expand and GP practices

may be able to make recommendations to patients to engage with the Travel Advisors on a one-to-one basis. This could be in the individual's home or other location. Advisors could also run group or drop-in sessions in practices or at other locations.

The costs of the Advisors' time and of the resources they use are being covered by the Dundee Travel Active project. For more information contact Health Promotion Programmes Manager Mary Colvin on x71038 or email [mary.colvin@nhs.net](mailto:mary.colvin@nhs.net)

# Heartstart Discovery



Helen Brady (left) with those from The Home School Network

Picture courtesy of Evening Telegraph

Heartstart Discovery Co-ordinator Helen Brady took 12 children and four adults from The Home School Network through the Heartstart programme, as well as a team of Dundee University medical students and Newhill Primary School pupils from Blairgowrie.

Since 2005, with funding by the British Heart Foundation, Heartstart Discovery has been working with schools throughout the Tayside area.

Helen said, "A properly trained child can save lives as effectively as an adult and children as young as 10 years old can be taught the full range of Emergency Life Support skills."

Heartstart Discovery has so far trained around 2000 teachers and other appointed staff from Tayside schools as Heartstart Instructors, and they, in turn, deliver the training to their pupils.

## SAVE LIVES: Clean Your Hands

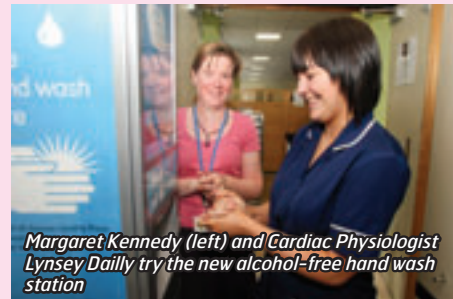
The World Health Organization (WHO) SAVE LIVES: Clean Your Hands campaign was the backdrop for various events run by NHS Tayside.

WHO supported training sessions at Dundee Dental Hospital and masterclasses offering better understanding of the hand hygiene audit process.

NHS Tayside Hand Hygiene Co-ordinator Margaret Kennedy said, "These sessions are bringing together various staff groups to ensure our understanding and practice is robust and is embedded in improvement methodology."

A new alcohol-free hand hygiene station was being trialled outside the Dining Room on Level 5 at Ninewells. NHS Tayside is the first Health Board in Scotland to have this particular kind of station.

The alcohol-free product is much better for those who are about to eat and drink as there is no taste or odour from their hands.



Margaret Kennedy (left) and Cardiac Physiologist Lynsey Dailly try the new alcohol-free hand wash station

Picture courtesy of Evening Telegraph

## Youth Talkin' Health group visits Ninewells

A youth group, which meets regularly and feed its views into NHS Tayside as the voice of young people, was given a tour of Ninewells and the Centre for Child Health.

children's operating theatre, as well as the Ninewells sexual health clinic and Centre for Child Health at Dudhope Terrace.

The Youth Talkin' Health group is made up of youngsters aged between 14 and 22 from Angus, Dundee and Perth & Kinross who get together to discuss and share their views on health matters affecting people of their age.

The visit included a tour of the Tayside Children's Hospital and



Youth Talkin' Health group with Child Health Support Officer Dorothy McHugh (front, left)

## Smoking play tours Dundee schools

A drama tour which focuses on smoking and health amongst young people has recently toured Dundee secondary schools.

'Sheep in the System' is a dramatic performance by Dundee College graduates that explores attitudes to tobacco, the pressure on young people to smoke and the consequences of doing so.

Following the performance, pupils took part in workshops with local health workers during which they were encouraged to consider their own views on smoking and to listen to the views of others.

The tour was organised by NHS Tayside Health Promotion Officer Alison Duncan in partnership with Dundee City Council Education Department and The Centre for Performing Arts, The Space, Dundee College.

Alison said, "Whilst some young people may be considering experimenting with cigarettes, others have already developed the habit and that is why it is important that they are made aware of the consequences of their actions and how they may impact on their health now and on their future lifestyle."



Picture courtesy of Evening Telegraph

## Helping people live better with diabetes

A popular Tayside diabetes patient and carer event was held at the University of Dundee's Dalhousie Building.

Around 200 people with diabetes and their family and friends from across Tayside attended the event, now in its fourth year.

Delegates heard from local healthcare professionals on a range of important topics such as healthy eating, exercise, looking after their feet, understanding their medications, new research and much more.

The event was organised by NHS Tayside's Diabetes Managed Clinical Network Patient Council – a group of people who all live with diabetes.



# Enabling Work Experience



*l-r Director for Workforce Alex Killick, Chief Executive Professor Tony Wells, Sandy Watson Associate Director for Workforce Planning and Development Debbie Donald, and Gordon Black of WHAN*

NHS Tayside is the first Health Board in Scotland to offer work experience placements to 15-year-old school pupils.

A new guidance document 'Enabling Work Experience' was launched by NHS Tayside Chairman Sandy Watson at an event hosted by Working in Health Access Network (WHAN) and NHS Tayside at Ninewells.

As well as lowering the minimum age for placements from 16 to 15, NHS Tayside is also expanding the range of placements offered to provide opportunities across many disciplines and roles in the health service.



*Dr Fraser Denny from Accident and Emergency demonstrates how to handle an injured patient*

Launching the new guidance Sandy Watson said, "Many people will be able to experience the world of work as an integral part of their education, and NHS Tayside also sees work experience as an essential part of securing our future workforce."

## Health Informatics team wins prestigious award

Electronic Discharge Information System On-Line Nationally (EDISON) has won NHS Tayside's Health Informatics Department a prestigious award at the e-Government National Awards held in London.



The team scooped the award for 'e-government excellence: Innovation in strategy on a national level'.

It has had a major impact upon the efficient discharge of people from hospital and has improved patient care as well as improving patient flow for admissions.

Former Prime Minister Gordon Brown, addressing the award ceremony via video link, said, "Looking at the standard of this year's entries, it's not difficult to see why the UK is one of the world leaders in the delivery of e-Government and the digital economy."

EDISON is the first nationwide cross-agency individual patient/client management system, now used in all 15 Health Boards and 32 local authorities in Scotland.



*l-r Information Manager Infrastructure/EDISON Lead Ian Dorricott, Specialist IT Trainer Lisa Cameron and the Government's Chief Information Officer John Suffolk*

WHAN is also looking for practising nurses and midwives to help with a new project which aims to encourage school pupils to consider a career in nursing and midwifery by supporting them ahead of the application process.

Six schools in Tayside and two in Fife have been identified to be involved in the 'Inspiring Future Nurses' project, specifically pupils in S4 and S5.

Any practising nurses or midwives who are interested should contact Fiona Dear or Gordon Black on 01382 386647 or email whan@dundee.ac.uk

## Improving patient flow masterclass

Dr Richard Steyn, Consultant Thoracic Surgeon at Heart of England NHS Foundation has developed a Demand, Capacity, Activity and Queue (DCAQ) Model, which he has presented worldwide, and provided a masterclass for various staff within NHS Tayside.

The interactive presentation tackled how to gain stakeholder engagement, how lessons could be learned from a national level and how solutions could be provided for real waiting times problems found within the services.

For more information visit [www.steyn.org.uk](http://www.steyn.org.uk)



## eKSF proves a success

All members of staff on Agenda for Change permanent contracts now have to take part in an annual review against a KSF post outline and, as of 1 April 2010, all Personal Development Reviews (PDRs) and Personal Development Plans (PDPs) should be recorded using the eKSF system.

Managers and staff will have a one-to-one annual appraisal meeting where they should discuss, amend, agree and sign off staff members' eKSF PDR Dimension levels and evidence, and eKSF PDP activities.

An interim review should also be set (suggested six-monthly) to review progress against PDP activities. Staff should ensure that any completed activities have been recorded as 'Complete' on the eKSF system before the review meeting.

Many departments across Tayside are already using the eKSF system, including supplies, based at Ninewells, and pharmacy at PRI. Here they tell us about their experiences using eKSF.



"Much effort was involved in preparation and training for the eKSF but even at this early stage it is obvious that it was a worthwhile investment.

"Both staff and line managers have a clear performance structure to work within that defines mutual responsibilities and also gives a clearer vision for those who want a progressive career path.

"The fact that it is online helps wading through paper reports for each member of the team."

**Michael Cambridge, Head of Procurement and Logistics, Supplies Department**

"The majority of PRI pharmacy staff have had their KSF review, PDP and objectives documented on the eKSF system. Some staff found the eKSF on-line training quite difficult to complete. However, once they started using the live system they became much more confident and staff now report that the eKSF system is easy to use.

"It was quite time-consuming for managers to set the system up and carry out the initial reviews, however, it is anticipated that it will take less time in the future because staff will be familiar with the system and process, and also because they can add evidence to their record throughout the year.

"The eKSF system is user-friendly, managers and staff can easily access up-to-date information and alter or add to the record, and ongoing objectives can easily be carried forward into the next year.

"Staff have said it is important for them to get the opportunity to formally discuss their jobs, performance, objectives and training needs with their manager and eKSF has certainly facilitated this for us. For managers, eKSF allows for easy reference and aids organisation and planning of reviews."

**Carol Nairn, Pharmacy Manager, PRI**

*Carol (left) with staff from the pharmacy at PRI*



## Diabetes education award

An innovative community-based patient education programme created by staff from Angus CHP has scooped an award at the Scottish Diabetes Conference.

Specialist Diabetes Dietitian Rhona Peters, Diabetes Nurse Advisor Charlotte Anderson and Angus CHP's Nutrition and Dietetic Manager Linda Grieve won an award in the Primary Care category for the Angus diabetes education project 'Group education update programme for people living with Type 2 Diabetes'.

Rhona said, "This programme aims to increase patients' knowledge and understanding of diabetes and increase confidence in self management. The programme is proving very successful and has been offered to patient groups within Angus at GP practices in Arbroath, Edzell, Frickheim and Montrose."



*picture courtesy of The Courier, Dundee*

## Nursing Directorate educational posts

Two new innovative posts have been appointed within the Nursing Directorate to support educational initiatives in NHS Tayside.

Sandra Sharp has been appointed to the joint post of clinical educator/lecturer for clinical skills in conjunction with the University of Dundee to ensure a seamless transition of clinical skills education from student to registered nurse/midwife and beyond.

Anne Thomson has been appointed to the post of clinical educator for nursing and midwifery staff, and will be directly responsible for supporting the ongoing training and education of healthcare assistants to ensure that NHS Tayside meets the Scottish Government Induction Standards, Code of Conduct for Health Care Support Workers and Code of Practice for Employers.

Sandra and Anne are based within the Nursing Directorate in Ninewells and are looking to hear your comments and suggestions. They can be contacted by emailing [sandrasharp@nhs.net](mailto:sandrasharp@nhs.net) and [annethomson@nhs.net](mailto:annethomson@nhs.net)





Former patient Audrey Burns and Richard Waghorn, who is a singing teacher and one of the directors for Dundee Schools Music Theatre, at the event

## World Voice Day

World Voice Day 2010 saw staff from Ninewells Hospital's multidisciplinary voice clinic involved in a successful voice study day.

Opening remarks were read from an email of support from actor Brian Cox CBE, current rector of the University of Dundee, which was poignantly reiterated by a brave young Royal Marine who spoke of his recovery from a bomb blast injury to his neck and larynx with surgery and voice therapy.

Another patient story was given by a singer who spoke of her

frustrations of losing her singing voice but who also ultimately had a successful outcome with surgery and voice therapy – so much so that she spontaneously burst into song.

Theoretical and practical sessions on voice care and the assessment of voice problems were provided by Sally Milne, senior specialist speech & language therapist and Samit Majumdar, Consultant Otolaryngologist and specialist in vocal cord pathology.



(front, left) Endoscopy Services Manager Jill Forbes with Pauline and her colleagues

## Endoscopy cost effectiveness

Ninewells Endoscopy healthcare assistant Pauline Thomson has come up with a cost effective way of cleaning endoscopes.

Highlighting how important it is for every member of staff to challenge current practices with a view to improving on them, Pauline came up with a new method for cleaning endoscopes where only one brush is required rather than two.

Senior Charge Nurse Wendy Dowdles said, "We have now implemented this over our three sites – Ninewells, Stracathro and PRI – and will make annual savings of £3,000."

## CF conference

The Cystic Fibrosis Nursing Association (CFNA) held their annual national conference at Discovery Point in Dundee.

The conference was organised by children's CF nurse Gail Milne, adult CF nurses Gill Brady and Lawrie MacDougall, and administrative assistant Anya Farnan from Ninewells Hospital.

The conference attracted 80 delegates who were greeted by young patient Greg Beckett playing the bagpipes.



I-r Anya Farnan, Lawrie MacDougall, Gill Brady, Gail Milne and Greg Beckett



## Keep well ASSIGN learning event

NHS Tayside's Keep well programme held a learning network event concerning the merits of using the cardiovascular risk assessment tool ASSIGN.

Keep well health checks are offered at many GP practices in Dundee and have been rolled out to Arbroath, Brechin and some practices and community pharmacies in Perth & Kinross.

Shona Hyman, Keep well/Hearty Lives Programme Co-ordinator, opened the event before Alec Watson, retiring GP from Westgate Health Centre and Dundee CHP's Coronary Heart Disease Clinical Lead provided a well-received presentation on cardiovascular risk assessment.

Hearty Lives Specialist Nurses Alison Hume and Tricia Byres also gave a practical demonstration of using the ASSIGN risk tool.

For further Keep well information contact project implementation manager Nicola Stevens [nicolastevens@nhs.net](mailto:nicolastevens@nhs.net)





*Catrina's husband Andy with their daughters Nuala and Lauren*



*Catrina meeting singer Gary from 80s band The Christians*

## Name, designation and dept.

Catrina Boal  
Community Health Specialist  
Nurse  
Dundee Healthy Living  
Initiative

## Personal history (an outline of yourself and how you came to be in this job...)

I completed my adult nurse training in 1981, paediatric in 1988 and my Public Health Nursing degree in 2000.

My initial ward experience was gained in mental health, followed by elderly care and paediatrics. I have had an interesting career in community health, including sexual health, school health, health visiting and health development posts. I have always been interested in public health/community development and working with DHLI seemed a natural career move for me.

In my spare time I love to cycle with my husband and go shopping with my two daughters. I also have a love of music, dance and travel.

## Like(s) about current job

I meet and work with interesting people and enjoy the challenges and opportunities community development brings. Change doesn't happen overnight but it is rewarding to see people reaping the benefits of adopting a healthier lifestyle.

## Dislike about current job

IT and paperwork.

## Most unusual thing asked to do at work

This interview!

## Achievement most proud of

Being a parent to my two daughters.

## Favourite writer

Many, but close to top of the list would be David Nicholls and Chris Cleave.

## Favourite music

Soul and jazz, current favourites Melody Gardot and Madeleine Peyroux.

## Favourite meal

Can't choose between Thai and Italian.

## Most like to have dinner with

George Clooney, but if he's busy I suppose my husband Andy will be just fine.

## Favourite word

Smashing and Kerfuffle.

## Top 3 frustrations

IT...again  
People resisting new ideas  
Not being able to come up with a 3rd frustration!

## Most embarrassing moment

Walking head first into patio doors at a posh party - I went flying, food went everywhere but surprisingly didn't spill a drop of my Margarita!

## Irritating habit

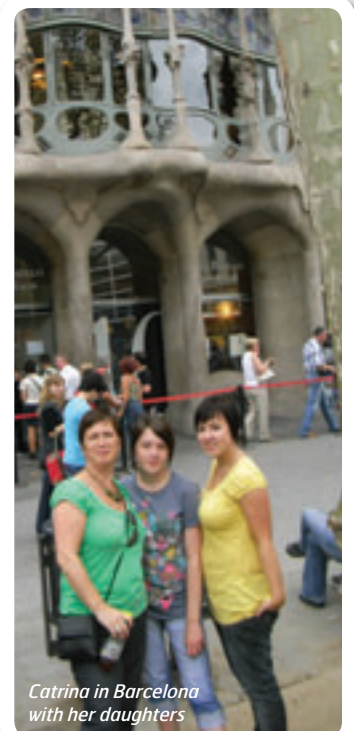
I've asked my family and friends and there's not enough space to list everything.

## Do better than anyone else

My dance teacher tells me I have some mean moves... much to my daughters' embarrassment.

## 3 wishes

Health and happiness for my family and friends  
To drive around Europe in a campervan  
To meet George Clooney (not necessarily in the campervan!)



*Catrina in Barcelona with her daughters*



# New IT Service Desk Staffnet site

The NHS Tayside IT Service Desk has now launched a Staffnet site which can be found under Our Websites | IT Service Desk. The site provides staff with information regarding system outages as well as frequently asked questions and a new self-service facility.



This self-service facility is an additional way of contacting the Service Desk which allows you to raise a call at the touch of a button. When you select "Raise a Call" you will be presented with the LDAP Directory Search. To start the process, search for the person that the call is in relation to – this may not be yourself.

To refine your search add an additional filter.

Once you have found the appropriate name choose **SELECT USER** and the Incident Request Form will be presented. It is important when using this option that you provide information in all the fields, including your computer name, as well as providing as much information as you can about the fault.

If there is not enough information then this will delay your request.

Please complete ALL the fields. If you require to attach additional information to the call such as screen shots or word processing/spreadsheets you can use the upload file option. This works similar to email attachments. Once you have searched for your file using **BROWSE** click the **UPLOAD** link.

Once you have completed all the sections click **OK**. Your call will be sent to the IT Service Desk and handled by our team of operators.

You can also still raise a call by calling the IT Service Desk on 01382 424444 (x70444) or emailing [ithelpdesk.tayside@nhs.net](mailto:ithelpdesk.tayside@nhs.net)

# Digital Dictation: The Next Step

Digital Dictation using Winscribe has been in use throughout the Acute Services of NHS Tayside since 2009.

Working towards NHS Tayside's Electronic Patient Record (EPR), the next stage of this project is to implement the Winvoice Pro application to run alongside Winscribe. Winvoice Pro uses the CHI number identified at point of dictation to query the National CHI Index and to return patient demographics and GP information to pre-populate letter templates.

Once fully implemented, authors will also be able to electronically sign their letters from any location within NHS Tayside and these will be sent directly to the GP via the Electronic Document Transfer (EDT) service.

Orthopaedics in both Ninewells and PRI have been using the Winvoice Pro application with over 3000 letters sent electronically.

Benefits of the Winvoice Pro implementation are:

- Removes the risk of patient misidentification
- Reduced repeated secretarial data input
- Reduces stationery and postal costs
- Letters received more timeously to GPs
- Reduction in enquiries to secretarial staff
- Reduction in delay of signing letters

The final stage of the project is to also have letters displayed within Central Vision and development is underway to complete this phase.

Winvoice Pro implementation will begin this summer across Acute and CHP areas. If you have any questions about this project please contact Dee Brogan on [dee.brogan@nhs.net](mailto:dee.brogan@nhs.net)

## PR1 unit receives £1000

The haematology unit at Perth Royal Infirmary received a £1000 cheque from Perth woman Margaret Dougall as a thank you to staff for all the care and treatment given to her husband Alec. Margaret celebrated her 70th birthday recently and kindly invited guests at her party to give a small donation rather than give her gifts, raising £645 for the haematology unit.

Generous Margaret then took out her own cheque book and boosted the figure herself by adding another £355, taking the total up to £1000.

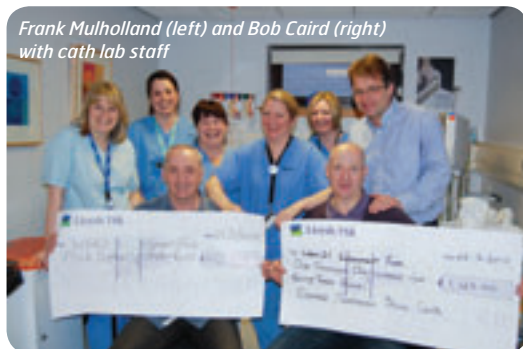


picture courtesy of The Courier, Dundee

## Double boost for cath lab

Staff from the cath lab at Ninewells Hospital's cardiology department accepted cheques totalling £1538 from two fundraising friends.

Bob Caird of Dundee Northern Soul Club handed over £1123 raised at a Northern Soul event at The Friary while his friend Frank Mulholland took part in the Dundee Cyclathon, adding his £415 sponsorship money to boost the total.



Frank Mulholland (left) and Bob Caird (right) with cath lab staff

## Dundee family donate to Ward 23B



Norman and Jordan (centre), and Sheryl (right) with staff from the ward

The parents of a former Ninewells patient raised £1500 to benefit patients in Ward 23B.

Sheryl and Norman Phillips wanted to say thank you for the care and attention their son Jordan received following a road traffic accident in December 2008 which left him battling for his life.

The money was raised by Jordan's father Norman completing the 2009 Dundee Cyclathon. With the generous support of family and work colleagues he raised a magnificent £1500 which was spent on five flat screen TVs and fans for the ward.

## Doctors raise funds for Dreamz 4 U

A ball hosted by Ninewells Doctors' Mess raised more than £1,700 for children's charity Dreamz 4 U.

The money was raised through donations, a silent auction and raffles at the ball.

Director of Dreamz 4 U Jim Michie accepted the cheque on behalf of the charity which seeks to make dreams come true for children with illnesses ranging from cystic fibrosis to brain tumours.



l-r Dr Dougie Elder, Dr Eliani Saffouri and Dr Wadi Gashau hand over the cheque to Jim Michie

## Golden wedding donation for children's ward

The children's ward (Ward 29) at Ninewells Hospital received a welcome boost from Coupar Angus couple Gordon and Isabella Taylor when they presented £350 to senior charge nurse Catherine Borland.

Gordon and Isabella invited guests at their golden wedding anniversary dinner dance to give donations for Ward 29 instead of giving them gifts.

The money will be spent on computer games, DVD players and toys.



Isabella and Gordon Taylor (back) with staff and children from Ward 29



## £8750 donation for child kidney patients

Specialist equipment to the value of £8750 was presented to the paediatric outpatient department at Ninewells Hospital.

Manager of children's charity Kidney Kids Scotland Sheena Dunsmore visited Ward 30 to officially hand over a bladder ultrasound scanner.

The money was raised through a whole host of fundraising events organised by the charity including fashion shows, social evenings, clothing sales and golf outings.

Kidney Kids Scotland aims to enable children to receive treatment as close to home as possible, minimising the disruption to the families.

picture courtesy of The Evening Telegraph



Sheena (far left) with staff and patients from ward 30

## Donation for speech & language therapy

The Perth & Kinross speech & language therapy department received a generous donation of £3,537 to support the families of Makaton users across the region.

The McTaggart Third Trust decided to donate the money after 15-year-old Emma McTaggart watched her young friend Charlie May use Makaton to communicate and became interested in the programme.

Makaton is a programme for children who are late to talk or who have difficulty making themselves understood. It involves using British sign language along with speech and has been proven to increase vocabulary and improve communication.



Some of the young Makaton users and their families with the new resources

## 60th birthday party raises funds

Alex Napier and his wife Moira visited Ward 32 at Ninewells to present a cheque for £600 to Janice Fletcher, Macmillan Clinical Nurse Specialist.

The money was raised at Mr Napier's recent 60th birthday celebrations.



l-r Alex Napier, Janice Fletcher and Moira Napier



Peter Gibson

## retirals

**Estates Officer Peter Gibson (left) said farewell to colleagues at Ninewells Hospital after 30 years with the NHS.**

After retiring from the Navy in 1980, he took up the post of hospital engineer for Tayside Health Board Dundee District covering Kings Cross, DRI, Dundee Dental Hospital and

Ninewells.

Peter moved to the position of Estates Officer at Ninewells in 1995, with a responsibility for heating, ventilation, and air conditioning.

Engineering Estates Manager Alan Gallacher presented Peter with a cheque and novelty whiskey dispenser on behalf of his colleagues.



**Denny Phillips**

**Dr Denny Phillips (centre), Consultant in Obstetrics and Gynaecology at PRI retired after 39 years NHS service.**

Dr Phillips started his career in 1971 and spent time in Cardiff, Oxford and Vancouver before taking up post in Perth in 1982.

Dr Phillips was presented with a cheque on behalf of his colleagues.

Dr Phillips will continue to run some gynaecology clinics in Forfar but his new-found free time will give him more opportunity to enjoy his hobbies of golf and fishing.



**Ken McKay**

**Head of Financial Services Ken McKay (centre, back) retired after 42 years service.**

Ken began his career as a trainee accountant in 1968, working his way up to his

current post in 2001.

A presentation took place at Maryfield where colleagues gathered to present Ken with vouchers whilst his wife Eleanor was presented with flowers.



**Jane Whytock**

**Jane Whytock, one of the first nurses to work at Ninewells, has retired after 38 years with NHS Tayside.**

Anaesthetic nurse Jane trained at DRI before starting her nursing

career at Ninewells in 1974.

Consultant Anaesthetist Dr William McClymont presented Jane with flowers and gifts on behalf of her colleagues.



**Elizabeth Evans**

**Staff from the pathology labs bid a fond farewell to Betty Evans (centre left), who helped to establish the cytology screening service in Tayside where she has worked for the past 35 years.**

Senior Biomedical Scientist Betty began her career as a junior medical laboratory scientific officer in 1975.

She worked at Maryfield and DRI before joining the other pathology labs on the Ninewells site in 1996.

She is respected both locally and nationally for her contribution to the computerised national call and recall cervical cytology system and was also the Scottish CPD coordinator for the National Association of Cytologists.

## Jess Steven

**Jess Steven, Workforce Services Team Leader, has retired following 37 years of NHS service.**

Jess started her NHS career in 1973 as a personal secretary and over the years has worked in various hospitals including Stracathro, Whitehills, Arbroath Infirmary and latterly

at St Margaret's House in Forfar.

In her retirement Jess plans to volunteer at Whitehills HCCC.

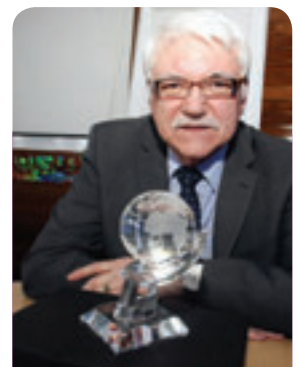
Alex Killick, Director for Workforce, NHS Tayside, presented Jess with a laptop and computer accessories on behalf of her many friends and colleagues across Angus.

**Head of Estates Ed McIntosh has retired after celebrating more than 40 years service with the NHS.**

Ed began his career in 1969 as a technical assistant in the Regional Engineers Department of the Eastern Regional Health Board before taking on roles as assistant area engineer and area engineer for Tayside Health Board.

He spent time as Estates Officer and Deputy Director of Facilities in Perth & Kinross before being appointed Head of Site/Support Services for PRI and Stracathro Hospital then Head of Estates for NHS Tayside.

Director of Operations Ken Armstrong presented Ed with gifts and a cheque on behalf of his many friends and colleagues.



**Ed McIntosh**

picture courtesy of The Evening Telegraph