Our Sub Zero Heroes!
Welcome to spectra issue 52!

It is a time of change for NHS Tayside as Professor Tony Wells retired as Chief Executive at the start of February following a long and distinguished career in the health service of more than 40 years.

Mr Gerry Marr has now been appointed as NHS Tayside’s new Chief Executive. He paid tribute to Professor Tony Wells saying, “It has been a pleasure working with Tony over the last few years and I wish him well in his retirement.”

On his new role as Chief Executive, Gerry said, “The next few years will bring many challenges for the health service. I am committed to ensuring that through the Steps to Better Healthcare programme, we reduce waste, harm and variation in everything we do. This will not be a quick-fix solution, but a long term plan to shape the future of the services we deliver while providing a better experience for our patients.”

In this issue we pay tribute to our sub zero heroes and we also asked our readers for their suggestions on how we can spend our £730m budget better and if they had any ideas to redesign or deliver services differently.
4 news2u
NHS Tayside pilots parenting project

10 insight
Debbie Paton tells spectra about her ideal dinner date with Simon Cowell

11 feature
Steps to Better Healthcare update

12 voxpop
Spending our £730m better

14 healthwise
World COPD Day

18 learning together
No Smoking Day Award for Ninewells Health Shop

20 feature
NHS Tayside’s sub-zero heroes

22 e-clips
Hold virtual meetings using Cisco Meeting Place

23 check it out
£3850 raised for breast cancer care

24 retirals
Farewell and best wishes to our colleagues

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 53 to the editorial team by Tuesday 1 March. The deadline for the following edition of spectra is:
Issue 54 June/July: Tuesday 3 May
Issue 55 Aug/Sept: Tuesday 5 July
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01382 424138 x71138

It’s your magazine so share your news and views

Designed and printed by
D. Winter & Son
16 Dunsinane Avenue
Dunsinane Industrial Estate,
Dundee DD2 3QT
01382 813813
www.dwinter.co.uk

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NHS Tayside has been chosen as the second Scottish pilot site for the Family Nurse Partnership (FNP), a specialist programme giving first-time teenage mums extra support to give their children the healthiest start in life.

Cabinet Secretary for Health and Wellbeing Nicola Sturgeon visited the St Andrew’s Family Support Project in Dundee to launch the initiative and meet with young mums, babies and some of the staff leading the Tayside FNP pilot.

The Tayside FNP will see a family nurse visit first-time mothers under the age of 19 every one or two weeks during pregnancy and throughout the first two years of their baby’s life.

The nurses will offer guidance on child development, preventative health measures, parenting skills, breastfeeding, better diet information and advice for mothers on education and employment.

Ms Sturgeon said, “The FNP is a fantastic example of how dedicated support in the earliest stages can not only support parents but help give children healthier futures.”

NHS Tayside Chief Executive Professor Tony Wells (now retired) added, “I am delighted that NHS Tayside has the opportunity to increase the support we offer to young parents and to improve the health and wellbeing of children.”

A year-long project to help develop local people’s knowledge of health and nutrition has begun in Arbroath, focusing particularly on young families and women of child-bearing age.

The Angus Healthy Happy Communities Project will be working with community members and partner agencies to develop two community allotments, a large part of which will be dedicated to growing a variety of vegetables for local families to use in healthy dishes.

Angus CHP General Manager Susan Wilson said, “Aside from the obvious benefits of access to fresh food and exercise, working with others on an allotment can have tremendous positive effects on mental health and wellbeing.”

Angus CHP Project Manager Shona Burge (left), Health Improvement Partnership Manager Freda Stewart (second left) and Susan Wilson (second right) with members of the allotment project.
Arbroath Maternity Unit welcomes 100th baby

Arbroath Community Maternity Unit welcomed its 100th baby of 2010 when parents Rachel Hurst and David Myler’s first baby, Noah, was born in November.

Rachel said, “I want to thank the midwives at the unit for everything; they were brilliant. The treatment I received was first class!”

Midwife Sheenagh Howard added, “It was wonderful to reach our 100th baby. We were all thrilled to welcome little Noah and were pleased that Rachel chose to birth here in Arbroath.

“Midwives are here to listen and work with women so that their birthing experience is as rewarding as possible. We also believe in keeping the unit family-orientated and aim to create a relaxed environment for mums to have their babies in.”

Working with Words

A creative writing publication created by people with aphasia from the Tayside Speakeasy Group was launched at Dundee Contemporary Arts.

Aphasia is a communication impairment affecting people who have had a stroke or other type of brain injury and can limit their ability to find words to speak, write or read and to work with letters or numbers.

The creative writing programme, which was delivered by Tayside Healthcare Arts Trust’s ST/ART Project, saw members of the Speakeasy Group led through an exploration of words and language by tutor Dr Jim Stewart.

Jim challenged members to tell their own stories in a variety of ways from personal poetry to short story fiction which resulted in the publication ‘Working with Words’, a collection of some of the work produced during the programme.

THAT Project Coordinator Chris Kelly said, “These examples of work show how motivated the group is to tackle their aphasia and we are all pleased with the intensity of the work that has been produced.”

news in brief

Angus

* Arbroath CMU open day
  Arbroath midwives held an open day at the Community Maternity Unit for local health professionals including GPs, social workers, midwives and nurses to hear about the developments at the unit.
  Team Leader Chris Field said, “Services have been developed with mums’ input including self-referral and the increase in the numbers of mums using the birthing pool during their labour. September will be the 50th anniversary of babies being born in the Queen Mother’s Wing and if you have any suggestions on how to mark this milestone please get in touch with Chris on x21237.

* Whitehills Gallery
  Whitehills HCCC in Forfar continues to provide gallery space for local Angus artists both amateur and professional. Exhibitions provide a colourful and interesting welcome for visitors, patients and staff.
  Exhibitions at the centre are changed every eight weeks and all exhibits are for sale with the artists donating 20% commission on all sales to the Whitehills Arts & Environment Fund.
  All money raised is used to enhance the Whitehills environment for patients.
  If you are interested in exhibiting please contact Lynda Kemp on x61335

* Midwives nominated for award
  Montrose midwifery team were shortlisted for the Team of the Year Award in the Annual Royal College of Midwifery (RCM) Awards. Team Leader Phyllis Winters and midwife Iona Duckett attended the award ceremony in London.
  The RCM Awards recognise and encourage the sharing of good practice and new developments in midwifery.
  The Montrose team were selected by a panel of independent judges as one of only three in their section from this year’s record number of entries.
Kuwaiti visitor for Ninewells

The Director General of Kuwait’s world-renowned Dasman Diabetes Institute visited Ninewells following the signing of an agreement to develop new international collaborations in diabetes research.

Dr Kazem Behbehani’s visit came after NHS Tayside, the University of Dundee, Aridhia Informatics, the Dasman Diabetes Institute and the Ministry of Health in Kuwait signed a Memorandum of Understanding (MoU) to strengthen the links between Kuwait and Tayside’s internationally recognised network of diabetes research and care.

The MoU will allow all partners to further explore opportunities to jointly develop education, clinical networks and informatics proposals linked to improving healthcare in Kuwait, with an initial focus on diabetes.

Dr Behbehani is a recognised leader in global health and former Assistant Director General of the World Health Organisation.

Professor of Medicine Andrew Morris welcomed Dr Behbehani’s visit saying, “This is an extremely exciting venture that is moving very fast. “We are looking forward to sharing best practice with our colleagues from Kuwait, as Tayside further heightens its international reputation for diabetes treatment and research.”

NHS Tayside doctor’s trip to Delhi

An NHS Tayside orthopaedic doctor travelled to India as part of Scotlands’s medical support for the recent Commonwealth Games.

Dr Niall Elliott, who helps to run the orthopaedic triage clinic at Kings Cross Health and Community Care Centre, was Head Doctor for Team Scotland during the 2010 Games in Delhi.

Team Scotland took a team of six doctors and 10 physiotherapists to the Games along with a range of equipment including a diagnostic ultrasound scanner, physiotherapy equipment, taping and strapping, medication and minor surgery equipment.

The team also met on two occasions prior to leaving for Delhi to educate the athletes and support staff on potential medical issues, including a practical session on hand washing with the glo boxes as used by NHS Tayside infection control teams.

Overall, Team Scotland performed beyond expectations and won 26 medals, including nine Gold medals.

Medical support and planning is already well underway for the Olympic Games being held in London in 2012 and the next Commonwealth Games taking place in Glasgow in 2014, and Dr Elliott is hoping to work at both Games.

If anyone has any questions about medical training in the speciality of Sports & Exercise Medicine or opportunities for trainees at the forthcoming Olympic and Commonwealth Games, they can email Dr Elliott at nelliott@nhs.net

Christmas rapping with Santa

A couple of young rappers surprised Santa Claus when he stopped off at Ninewells to spread some festive cheer.

As Santa led some carol singing in the main concourse children’s ward patients Cara Tavendale, 16, from Crieff and 11-year-old Adam Lyon from Dundee ambushed him with a Christmas rap song they had written themselves.

Around 50 staff, patients and visitors took part in the carol singing and watched Santa switch on the lights on the Christmas tree.

Before heading off on his way Santa handed out presents to all the children who had joined in the fun.

Ninewells Site Manager Brian Main said, “The annual switching on of the Christmas tree lights helps set the scene for the festive period at the hospital and it’s really good to see the children, staff and visitors joining in.”

Dr Kazem Bebehani (second left) and Professor Andrew Morris (second right) at the visit of Sports & Exercise Medicine or opportunities for trainees at the forthcoming Olympic and Commonwealth Games, they can email Dr Elliott at nelliott@nhs.net

Dr Niall Elliott with Dundee physiotherapist Maggie Hendry at the closing ceremony of the Games

Dr Kazem Bebehani (second left) and Professor Andrew Morris

Dr Kazem Bebehani (second right) at the visit

Adam (centre) and Cara (centre, right) with Santa and staff and patients from the children’s ward
State-of-the-art equipment at Dental Hospital

Dundee Dental Hospital and School is the first dental hospital in the UK to install a state-of-the-art milling machine to make stronger and more natural looking crowns for NHS dental patients.

The new scanner and milling machine uses advanced computer aided technology to design and shape ceramic crowns and bridges.

The finished crowns and bridges are stronger than conventional ‘all ceramic’ crowns and are therefore longer lasting. The added strength also allows the framework thickness to be kept to a minimum and less tooth tissue is removed.

Head of Operative Dentistry Professor David Ricketts said, “NHS patients can now benefit from the state-of-the-art treatments and restorations that were only previously available to the private sector.”

Waste and recycling in theatres

Theatre senior charge nurses Marilyn Johnson and Laura Millar, and Consultant Anaesthetist Dr Grant Rodney are leading the way when it comes to introducing green initiatives to Ninewells theatres as part of the NHS Tayside ‘Care to Save’ sustainability and environmental campaign.

The main aim of their work is to reduce clinical waste from theatre areas by the effective separation of domestic, clinical and sharps waste, with colour-coded charts being displayed on theatre walls. Some theatres have achieved up to a 50% reduction in contaminated waste output.

Anaesthetic staff have also reduced polystyrene cup use and are using personal mugs where possible.

An audit within the anaesthetic department at Ninewells was carried out in July 2010 by Consultant Anaesthetist Dr Calum Grant who found that lights, computers and air conditioning were regularly being left on in the theatre department.

Efforts to minimise this are now in place and a further audit is planned to see the effectiveness of these measures.

There have also been two open meetings for staff with more planned for the future.

Dr Rodney said, “Many staff are active at home recycling waste wherever possible and are keen to translate this to the workplace. With support from infection control staff, much packaging and waste material in theatre is now being redirected to a domestic waste stream.”

news in brief

Glenlaw Christmas fair

Glenlaw House Parents Forum and staff organised a Christmas fair at Clepington Church in Dundee, to raise funds for activities and days out for the young people who attend the respite unit.

The fair included cake and candy, a tombola, face painting and bric-a-brac and raised £823.

Promoting organ donation to Asian and ethnic minorities

A religion-focused event to raise awareness of organ donation amongst Asian and ethnic minorities was held at Dundee’s Victoria Mosque.

There is a much better success rate when transplants are carried out within the same ethnic group and Asian and ethnic minorities are three times as likely to need a kidney transplant as white people, so there is an even greater need for more black and Asian donors.

To sign up to the register visit www.organdonation.nhs.uk or call 0300 123 23 23.

Reach Scotland

S4-S6 pupils from schools across Tayside will have the opportunity to take part in a new project which aims to encourage them to make informed decisions about degree level study in ‘high demand’ professions such as medicine, dentistry, child nursing, midwifery and law.

Reach Scotland is a new national project, co-ordinated in Tayside by the University of Dundee, and will deliver outreach activities including information sessions on higher education study, taster sessions in the professions, work placements, summer school and online mentoring opportunities.

For more information on Reach, contact project officer Phila Aaltonen on 01382 388900, email reach@dundee.ac.uk or visit www.dundee.ac.uk/admissions/participation/reach
The Carse of Gowrie Shop Drop

NHS Tayside’s Perth & Kinross Healthy Communities Collaborative (HCC) has launched a new grocery shopping delivery service for older people living in or around Invergowrie, Longforgan, Inchture, Errol and St Madoes.

The Carse of Gowrie Shop Drop allows residents over the age of 60 to place shopping orders and have their goods delivered straight to their door at a nominal cost.

The HCC, along with various other partnership agencies, is implementing the initiative as a short-term pilot running until summer 2011.

Patient Safety Awareness Day

Tay Ward in PRI held a patient safety awareness day for patients, visitors and staff to share the achievements they have made in improving patient safety on the ward.

On the day, staff provided an overview of the Scottish Patient Safety Programme and presented storyboards highlighting the improvements that have already been made on the ward and the improvements that are being planned for the future.

Since Tay Ward has been involved in the Scottish Patient Safety Programme, there has been steady improvement in patient safety as a result of the measures implemented.

These include hand hygiene audits, the peripheral vascular catheter bundle, Scottish early warning scoring system, situation background assessment and recommendation (sbar) communication tool and safety briefings.
Perth & Kinross

New dementia service in Strathmore

NHS Tayside has introduced a new model of care for people living with dementia in the Strathmore area which will reduce the need for inappropriate admission to hospital or care homes.

Locally based integrated, multi-disciplinary teams provide a single point of contact for people who need to access services and specialist support is available along with education and specialist counselling to help support people to live at home and continue their lives within the community for as long as possible.

Cornhill celebrates first year

The Cornhill Macmillan Centre Inpatient Unit at PRI marked its first anniversary in November.

The unit provides specialist palliative care to patients who have cancer or other life-limiting illnesses. Since opening, Cornhill has admitted over 160 patients from throughout Perth & Kinross, providing symptom control, rehabilitation and end of life care.

The unit has received very positive feedback from patients and their families since opening and the team look forward to continuing to deliver high quality specialist palliative care for the patients of Perth & Kinross for years to come.

Working in partnership

NHS Tayside has signed up to the new Perth & Kinross Compact, a document which aims to strengthen ties and foster greater partnership working between public sector organisations in the region.

The Compact has brought together NHS Tayside, Perth & Kinross Council, Perth & Kinross Association of Voluntary Services, Tayside Fire and Rescue, Perth College, Scottish Enterprise and Tayside Police.

The document sets out key aims, objectives and agreed codes of practice relating to communications, community engagement, working in partnership, volunteering, funding and commissioning, and monitoring and self evaluation.

Pupils design Christmas cards for stroke unit

Pupils from Abernethy Primary School in Perthshire took part in a competition to design Christmas cards for PRI’s stroke unit.

Staff at the unit invited pupils to design Christmas cards which could then be sold to raise funds for stroke patients in Perth & Kinross.

Speech and language therapist Karen Rodger and dietitian Jenny Squires visited the school to hand over arts and crafts materials and framed pictures of the finished cards to the four pupils whose designs were chosen. The winning designs included Santa Claus, a nativity scene, a Christmas tree and some red robins.

Karen and Jenny also talked to pupils about stroke and how it can affect people.

PRI hosts hospital security event

Healthcare professionals and staff from Tayside Police and the Scottish Ambulance Service took part in a counter terrorism response event at Perth Royal Infirmary.

The Project ARGUS event, organised by the National Counter Terrorism Security Office, follows a similar event held at Ninewells in March, the first Project ARGUS event to be hosted by a Health Board in Scotland.

Project ARGUS is part of the UK's national counter terrorism response, having been specifically designed for managers and supervising staff across all parts of the NHS.

Tayside Police delivered the event, with support from PRI site management, which featured a simulated terrorist incident.

Mark Scholes, Head of Site/Support Services for Perth & Kinross said: “NHS Tayside and Tayside Police already work very closely on crime prevention measures and this piece of work highlighted how good general security measures can assist a busy healthcare site to respond, if required, to acts of terrorism.”
Staff nurse Debbie Paton tells spectra what’s on her iPod and how she would like to receive some VIP treatment from Simon Cowell!

Name, designation and dept.
Debbie Paton
Staff nurse
Ninewells West Block Theatres for ENT, plastics, oral maxillofacial and upper limb orthopaedics.

Personal History
I have worked in my current role as a scrub nurse since I qualified seven years ago. Theatres were not something I had experienced as a student nurse, so accepting the job offer was something I was unsure about. It was a learning curve, but so far I have enjoyed every minute of it and cannot see myself working anywhere else.

During my time in my post I have had my son Finlay and also got married last year. It was after Finlay was born that I decided to work part time.

I like to spend time at the gym de-stressing whether it be participating in classes or doing my own workout.

Likes About Current Job
I like the diversity of surgical procedures in the suite as we do both elective and trauma surgery.

I like the people I work with who are not just work colleagues but also my friends.

Dislikes About Current Job
There are not enough hours in the day to balance work and family life.

Most Unusual Thing Asked To Do At Work
Being asked to do this piece for spectra!

Achievement Most Proud Of
Having my son Finlay four years ago.

Favourite Writer
I enjoy reading but don’t have a particular favourite writer.

Favourite Music
At the moment on my iPod I’ve been listening to Rihanna, Lady Gaga, the Black Eyed Peas, Brandon Flowers, David Guetta, The Beatles, Stereophonics, Damien Rice and Kings of Leon. I could list everyone I like but I’d be here all day as it is mood dependent.

Favourite Meal
I think this is a really difficult question as I like lots of meals. I’d probably pick anything with chicken in it and sticky toffee pudding with custard.

Favourite Word
If you ask my son I’m sure he would say it is ‘NO’!

Top 3 Frustration
The snow although it has cleared now.
Bad drivers.
Putting things in a safe place and not being able to find them.

Most Embarrassing Moment
I’ve a feeling it’s going to be doing this!

Irritating Habit
Talking too much.

Do Better Than Anyone Else
No idea, if I was that good at something I would probably be rich and famous!

3 Wishes
To have enough money to be comfortable.
To eat what I want and not put on weight.
To get a Chinese crested dog as I think they are so ugly that they’re actually cute.
Steps to Better Healthcare Update

The Steps to Better Healthcare programme, which is NHS Tayside’s key plan to transform and improve our health services, continues to thrive in NHS Tayside with existing redesign projects now demonstrating outcomes which are delivering real benefits for patients and staff. New workstreams are now coming on board with more opportunities to change, redesign and look at innovations in healthcare.

The changes which have already been introduced and these which are planned are happening at the coalface of NHS Tayside: on the wards, in our communities, in our clinics, in our theatres, in the way our patients move through our services and in the way they are cared for.

**Dr Arun Chaudhuri**

“I work in the Acute Medicine Unit (AMU) of Ninewells Hospital & Medical School, the front door of a very busy tertiary care hospital, managing approximately 14,000 patients per year.

“We changed our philosophy to ‘assess to admit’ rather than ‘admit to assess’. Our assessment unit ensures appropriate admissions to the medical floor and discharges almost 50% of patients to their own desirable environment.

“We have a very committed acute multi-disciplinary team comprising of Senior Charge Nurse, Charge Nurses, Consultants, Pharmacist, Occupational Therapist and Physiotherapists to supervise the whole environment for delivering a good quality, safe service consistently.

“This multi-disciplinary input addresses the needs of the patients early. The timely intervention not only improves the quality of care, but also improves on the length of stay in hospital. We do have three Consultant-delivered ward rounds daily, which ensure urgent review of all the sick patients. This regular Consultant-delivered service in a multi-disciplinary team-working setting ensures a patient-focused service.

“We are proud to create a culture of quality and safety in our unit. We strongly believe that a good quality of healthcare can only be provided by a motivated, knowledgeable workforce.

“We are also very much accessible to our primary care colleagues for urgent discussion and can review the patients on the same day in our Ambulatory area if required. This helps early diagnosis of a serious illness.

“We aspire to have an easily accessible health service in Tayside which is patient-focused and designed to deliver timely, evidence-based care in the most appropriate environment by trained personnel. This can only be achieved by developing robust pathways on individual disease management to avoid variation and establishing good links between primary and tertiary care. Our system is much more reactive in disease management rather than disease prevention. We should be much more proactive in preventing diseases and to diagnose disease process early to improve the overall health of the nation. Disease prevention is not the responsibility of our primary care colleagues only. This is the spiritual role of the whole healthcare community. We all have to talk about lifestyle modification and healthy lifestyle every time we see our patients.”

**Jackie Davie**

“As more treatments have become available the amount of chemotherapy delivered to patients in Scotland has increased dramatically over recent years.

“There is a need to move to a more flexible, creative non-medical model for chemotherapy services whilst maintaining safety for patients, public and practitioners. We are currently looking at a new role to facilitate improvements in patient experience, reduce waiting times and make services more flexible to improve the quality of care for patients receiving chemotherapy.

“The chemotherapy advanced nurse practitioner will develop their knowledge and skills and have responsibility for clinically assessing agreed groups of patients requiring chemotherapy.

“This role would assist with providing a more holistic model of care and support patients, families and carers to self-manage the side effects of both their cancer and treatment.

“This new model would release medical staff to deal with the more complex patient groups who require more intensive medical input and enhance current multi-disciplinary working.”
NHS Tayside currently has a budget of around £730m which equates to spending around £2 million every day to provide healthcare services for the people of Tayside.

We are committed to maintaining the highest quality of services, while looking at ways of spending this money better through redesign and innovation.

It’s true that we do have a savings target of 5% but that’s not where our focus lies: our focus is always on our patients and we know we can achieve improvements by concentrating on spending the 95% better, believing in our staff and the services they provide.

The people at the heart of delivering our services – that’s you our staff – are the people who are best placed to give your ideas on how we can spend our £730m more effectively and reduce inefficiencies.

So, we asked staff if they had any suggestions on how we can deliver services more efficiently and if their department had introduced any changes that others could learn from. Here’s what they had to say...

Susan Handy
Staff Nurse
ENT Outpatients Ninewells

Previously post-operative care for Rhinology patients was managed by medical staff in the clinics. Nursing staff were given ongoing training and now manage these post-operative clinics as nurse-led. This has freed up consulting time, resulting in making the department run more efficiently and reduced waiting times for patients.

Patients can be seen quicker and the nursing staff have longer consultation times to deliver ongoing care and advice, improving the quality of the patient experience.

Jane Dernie
AHP Lead
Perth & Kinross CHP

I think we should make greater use of tele and videoconferencing as it significantly reduces travel time and costs and can be used for a variety of meetings, practice development networks and services. In such a large area as Perth & Kinross, this is especially beneficial.

I deliver lectures via videoconferencing from PRI to different sites across Perth & Kinross and we also run pulmonary rehabilitation classes via video link between PRI and community hospitals, which means patients can take part in classes from their local hospital instead of travelling to PRI.

June Wood
Senior charge nurse
Bridgefoot House Enhanced Care Unit

I think it’s important that people are given time out from the wards in order to look at processes and make decisions as it is too difficult to do this when you are a pair of hands on the ward.

We are a brand new unit and having had the opportunity to spend time together as a team before we opened was very helpful as we were able to discuss our goals and give our views to the senior managers, allowing us to have input into how the unit should be run.
Angela Murphy  
AHP Lead
Angus CHP

Lots and lots! Seriously there are always ways that we can deliver our services more efficiently. I have done the lean training and it is really helpful for analysing how we do things and highlighting how we might do them better. There are elements of this that most of us probably use all of the time but sometimes we can get stuck in a rut in doing things the way we’ve always done them. A good and simple question to ask is “Why do we do that?”

In Angus we are currently piloting new ways of working with generic support workers. We have one support worker working between nursing, occupational therapy and physiotherapy - we have now been able to increase the rehab work in the wards into the evening and weekends. We also have an occupational therapist support worker who is now working across occupational therapy and physiotherapy and is able to combine these skills into one treatment session. So far, these posts are being received very positively with staff and patients alike.

AHP Lead

Angus CHP

Linda Arnot  
Midwifery Team Leader (Antenatal)  
Ninewells

We should cut out a lot of the wasted time in the service. By applying lean methodology we can all save time in our already overstretched days. We now encourage women to fill out many of the details in their notes prior to being seen at their first appointment. Their documentation is then reviewed by a midwife to ensure accuracy and discussed if conditions or complications are identified.

This frees up some of the midwives time to discuss issues such as breastfeeding, smoking cessation etc.

We have also changed the way we deliver manual handling courses for staff. Usually the course is a full day and delivered off site. We have managed to secure a trainer to deliver a tailored course at our place of work over a two-hour period, saving travel and man hours.

Midwifery Team Leader (Antenatal)  
Ninewells

Audrey Mackenzie  
Smoking Co-ordinator (Acute Services)  
Ninewells

The numbers of meetings we all have to attend are very time consuming and not cost effective. Attendance can be sporadic and I think that our time could be better spent actually doing the job.

Recently we introduced joint training for alcohol and smoking brief interventions whereas the sessions used to be separate. This means more effective use of our time.

Smoking Co-ordinator (Acute Services)  
Ninewells

Helen Brady  
Health Improvement Practitioner  
Ninewells

I think NHS Tayside does what it can already to manage budgets effectively.

However, I think there are areas that could be tightened and we can all do our little bit to not waste resources such as turning off lights and computers at night and not wasting electricity. We now print everything double-sided, saving paper.

Health Improvement Practitioner  
Ninewells

spectra Issue 52 February – March 2011 | 13
World COPD Day

World COPD Day is an annual event which increases awareness and care of Chronic Obstructive Pulmonary Disease (COPD) around the world. COPD is an umbrella term for a number of progressive lung diseases such as chronic bronchitis and emphysema. The theme of '2010 - The Year of the Lung' encouraged people to measure their lung health by advising them to ask their doctor about a simple breathing test called spirometry, which can help identify the condition in its early stages before symptoms become troublesome for patients.

To mark World COPD Day Dundee COPD patients held a talent contest at Kings Cross Health and Community Care Centre.

Specialist Physiotherapist Jean Driscoll said, “We wanted to mark World COPD Day by bringing together people who have attended or are attending pulmonary rehab in Dundee.”

Angus CHP specialist respiratory nurses manned a stand at Morrisons supermarket in Arbroath offering visitors to the stand a simple lung function test and up-to-date information and advice on the treatments and services available in Angus for people living with respiratory conditions.

Maureen Fagan, Lead Respiratory Nurse, Angus CHP, said, “Our stand was all about raising public awareness of COPD and the symptoms to look out for. Members of the public were able to speak with specialist respiratory nurses and meet people living with COPD who run the local support group.”

National Pathology Week 2010 at Ninewells

Dr. Lasantha Ratnayake (right) and Dr Ben Parcell, specialty trainees in Microbiology at Ninewells, organised an event during National Pathology Week to raise awareness of the vital role played by the Department of Microbiology in diagnosis, treatment and prevention of infection.

A stall in the hospital’s main concourse displayed posters and leaflets which were provided by the Royal College of Pathologists and Society for General Microbiology, covering topics such as swine flu, superbugs, norovirus and HIV/AIDS as well as information on careers in microbiology.
Mouth Cancer Action Month

NHS Tayside’s Community Dental Service supported Mouth Cancer Action Month by urging people across Tayside to have a free mouth check in a bid to raise awareness of mouth cancer.

Professional check-ups and regular self-examinations are the best way to detect mouth cancer. Early diagnosis saves lives, improving survival chances from just half of cases to more than 90%.

Early warning signs include mouth ulcers which do not heal within three weeks, red and white patches in the mouth and unusual changes in the mouth.

The Community Dental Team manned information stands and offered mouth checks in a variety of locations including supermarkets, chemists and libraries in Forfar, Arbroath, Dundee, Perth, Crieff and Blairgowrie.

European Antibiotic Awareness Day

Members of the NHS Tayside Antimicrobial Team hosted an information and advice stall at Ninewells Hospital to mark European Antibiotic Day. The day helped to raise awareness of antibiotics use.

The European Centre for Disease Prevention and Control launched a poster and leaflet campaign highlighting how appropriate use of antibiotics can prevent the spread of antibiotic-resistant bacteria.

Every year it becomes more and more important to limit antibiotic use and to stop the spread of infection by careful hand-washing. Overuse of antibiotics causes bacteria to change and develop resistance making them harder to treat.

Perthshire mum’s stop smoking success

Shannyn Nicoll from Coupar Angus gave her unborn baby the best start in life by successfully giving up smoking through NHS Tayside’s Give It Up For Baby (GIUFB) scheme.

Shannyn has previously smoked around 15-20 cigarettes a day since she was 14 but managed to quit after signing up to GIUFB at her local pharmacy.

Smoking support worker Tracey Furness said, “Shannyn is not only improving her own health but she is also giving her unborn baby the best possible start by stopping smoking.”

Antibiotic pharmacist Hazel Steele (left) and pre registration pharmacist Amy Arnold
Heart healthy at Christmas

Hearty Lives Dundee, an innovative partnership between NHS Tayside and British Heart Foundation (BHF) Scotland, took heart health advice out into the community to improve the overall wellbeing of Dundonians at Christmas.

A team of specialist nurses carried out the heart health checks in various community venues. The team considered existing medical conditions, measured blood pressure, blood glucose and cholesterol levels.

Lead Specialist Nurse for Hearty Lives Dundee Alison Hume said, “It can be tricky to be ‘heart healthy’ at that time of year as it is the season to overindulge.

“Hearty Lives Dundee health checks provide information, advice and support to help people lead healthier lives and to maintain lifestyle change.”

For more information on being ‘heart healthy’ visit www.bhf.org.uk

Healthy workshops for pupils

NHS Tayside, working in partnership with specialist dance company Smallpetitklein, organised drama and movement workshops for primary seven children across Dundee, which were aimed at preparing them for the transition to secondary school.

The Well Good workshops focused on the effects smoking has on health, to the economy and to the environment, as well as looking at reasons why people smoke.

NHS Tayside’s Deputy Director for Public Health Paul Ballard was joined by Mary Cuthbert, Head of Tobacco, Sexual Health and HIV Policy for the Scottish Government. Paul said, “This kind of approach involves school pupils in the design of creative drama to contribute to the prevention of recruitment to smoking.

“The Well Good Tayside-wide drama programme has received very favourable feedback from both staff and pupils.”

This project is a partnership between NHS Tayside, Dundee City Council Education Department and Smallpetitklein based at The Space, Dundee College.
NHS Tayside’s Hepatitis Nursing Team were finalists at the prestigious Nursing Times Awards in the “Innovation in your Speciality” category. The awards were held in the Park Lane Hotel in London and attended by Health Secretary Andrew Lansley.

These awards exist to ensure that individual nurses or teams are both recognised and rewarded for work that raises the standard of nursing practice and health care in the UK.

The team’s innovative dry blood spot testing project has improved access to hepatitis C testing for individuals within drug services.

Hepatitis C Virus (HCV) infection has been referred to as “a public health time bomb”. Estimates suggest over 250,000 people in the UK have been infected however eight out-of-ten have not been diagnosed.

Jan Tait, Lead Clinical Nurse Specialist within the team, said, “We were honored to reach the final stages of these prestigious awards. It is nice to have your hard work recognised.”

Launch of Optimum scheme

Overweight mothers-to-be are being given extra nutritional advice during pregnancy following the launch of the Optimum scheme in Ninewells and Montrose antenatal clinics.

The scheme encourages pregnant women with a higher than average BMI to reconsider their eating habits for the health of themselves and their unborn child.

Women who are overweight at the time of their first booking will be referred to the service where they will be given advice on healthy eating, vitamins and exercise.

Consultant Obstetrician Tony Nicoll said, “Women who are overweight during pregnancy have an increased risk of high blood pressure, thrombosis, diabetes, and there are often complications during pregnancy.”

Breastfeeding quiz winner

Dundee mother Val Kennedy was presented with not one but three baby hampers for winning the Ninewells antenatal clinic’s breastfeeding quiz. Val, new mum to triplets Josh, Olivia and Jessica, was presented her prize from midwife team leader Linda Arnot and midwife Angela Dutch.
learning together

NHS Tayside Palliative Care Guidelines

We are delighted to announce the launch of the new Palliative Care Guidelines. These guidelines reflect a consensus of opinion about good practice in the management of adults with a life-limiting illness. NHS Tayside has worked in collaboration with other NHS Boards in adopting these guidelines. The full guidelines are available on the SHOW website at www.palliativecareguidelines.scot.nhs.uk. The printed version is being provided to practitioners who may not have ready access to the electronic format in the course of their clinical practice. These guidelines have been approved for use by NHS Tayside Drugs and Therapeutics Committee. Please note that this 2010 version replaces the previous NHS Tayside Palliative Care Guidelines (2004).

NHS Tayside highly commended

NHS Tayside received a prestigious Highly Commended Award at the Scottish Policing Awards 2010.

Sally Patrick, Lead Nurse Out-of-Hours/Forensic Medical Service was presented with the framed certificate for the pioneering work the forensic nurses are carrying out in assessing the healthcare needs of detainees in the custody of Tayside Police.

“This is a very challenging area in which to work,” said Sally. “However, Tayside Police and the nursing team feel that we have made a considerable difference to the healthcare of this very vulnerable group of people.”

Chair of the Scottish Police Authorities Convenors Forum Councillor Iain Whyte (left) presenting the award to Sally Patrick

No Smoking Day Award

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A careers event organised by Working in Health Access Network proved to be very successful with 88 pupils from seven Tayside schools attending.

Pupils visited five stations where different aspects of Nursing & Midwifery were highlighted, with each one offering opportunities for hands-on activities. Each station was manned by representatives from the School of Nursing and Midwifery and existing nursing students.

“We wanted to engage with pupils and show them some of the practicalities involved in nursing and midwifery, and also explain to them some of the career options in the area,” said John Lee, Head of Undergraduate Studies in the School of Nursing and Midwifery at Dundee.

Double success

Well done to payroll officers Jennifer Hanlon (left) and Rebecca Bolger who have both achieved their Foundation Degree in Payroll Management through the Institute of Payroll Professionals (IPP) and the University of Worcester. Jennifer and Rebecca travelled to London for their graduation ceremony which was held at the Barbican Centre.

Health and Social Care Academy graduates

Angus Health and Social Care Academy students celebrated their graduation at a ceremony which took place at the Angus College Conference Centre. A group of fourteen graduates took to the stage to receive their certificates from Professor Tony Wells, Chief Executive of NHS Tayside (now retired).

The Health and Social Care Academy is an eight-week pre-employment programme developed by a partnership between Angus College, NHS Tayside and Angus Council.

The programme combines hands-on practical learning alongside college-based theory work and covers a variety of care subjects including care values, infection control, dementia awareness, manual handling, food hygiene, first aid, and basic IT skills.
While most of Scotland ground to a halt due to the heavy November and December snowfalls, NHS Tayside staff rallied round and proved that they were more than capable to go the extra mile to prevent disruption to vital services.

Not all of our staff were able to make it into work because of the weather and we only had to look at some of the images on television and in the newspapers to appreciate the scale of the disruption. It was estimated that one in five people across Scotland were unable to make it into work at some point during the worst of the weather.

Despite some clinics, elective surgery and outpatients appointments having to be postponed, caring for our patients in hospitals and other critical services continued as staff battled through the snow to get to their posts.

NHS Tayside Chief Executive Gerry Marr has paid tribute to the incredible efforts of all staff during the prolonged adverse weather. He said, “The weeks leading up to Christmas and into this new year proved a really challenging time for all our hospitals and community services right across the length and breadth of Tayside. The heavy snow and sustained freezing temperatures meant that our staff really did go more than that second mile to deliver care both in our hospitals and in all our communities.

“This was no small feat. There are countless stories of staff going to extraordinary lengths to get into work, staying at work over and above their scheduled shifts, staying overnight in accommodation to make sure they were there for their next shift the following day and community staff trudging through snow-covered streets to make sure all their patients were seen.

“That’s not to mention our estates, site and ground staff keeping pathways clear and access open for staff, patients and visitors, all our support staff providing meals, clean laundry, surgical instruments, transporting patients and those driving patients between hospital and their homes to ensure they receive vital treatment like chemotherapy and renal dialysis. Indeed, a huge thank you to absolutely everyone who has ensured that we could keep running all our core services and as many of our other services as possible.

“Finally, what the adverse weather demonstrated to us is that NHS Tayside staff, with support from our partner agencies like Scottish Ambulance Service, police, fire service and our local authority colleagues, will always go the extra mile to deliver care both in our hospitals and in all our communities.

As Mr Marr says, there are countless tales of staff from all over Tayside making super-human efforts to get to work. Here are just a few examples of the lengths people went to:

Some staff adopted very inventive methods of travel: one nurse based at Ashludie persuaded a local farmer to give her a lift in his tractor while two nurses from Liff Hospital arrived for their shift aboard a snowplough.

In Dundee, senior staff nurse Stephen Berry, based in Ninewells medical high dependency unit, walked four hours a day to ensure he made it in to care for his seriously ill patients. Stephen was one of many who made the effort to walk into work when other transport was unavailable due to the snow.

Midwifery Team Leader Myra Fraser paid tribute to her team for their dedication in offering support to the city’s pregnant women during the worst of the weather. Several of the midwives stayed overnight at the DMU in Ninewells to avoid being stuck at home in the snow and some were walking up to six miles to reach pregnant women most in need of care.

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“Our staff really made a magnificent effort to make it into work,” he said. “We had staff and their families using 4x4 vehicles to collect colleagues, those who couldn’t make it to their base were turning up at other sites to help out and some staff were even getting lifts in on tractors.

“They all deserve a huge thank you for their ingenuity, resourcefulness and commitment to patient care which has allowed us to maintain services during this time.”

In Angus, the grounds team from Sunnyside - grounds supervisor Gerald Stewart, groundsperson Grant Herald and apprentice groundsperson Terry Bertie - ensured that the roads to the hospital were kept clear of snow, working extra hours over their normal shifts.

Other Estates staff worked tirelessly at Brechin and Stracathro to clear snow, ensuring patients and staff access to vital services.

NHS Tayside volunteers also came out in force with three volunteer drivers from Montrose driving through the snow to take vital supplies for kidney patients to Arbroath Infirmary. The renal unit there was faced with being unable to treat patients after the delivery lorry bringing essential supplies from Ninewells was unable to make it through the snow. The three drivers managed to get through the snow with their 4x4 vehicles, ensuring the supplies reached the patients.

Dr Michelle Watts, Associate Director for Primary Care, NHS Tayside paid tribute to the many independent contractors - GP practices, dental practices, community pharmacists and opticians - who had remained open to see patients despite the horrendous weather conditions.

Many of their staff walked in to work to ensure patient care and services did not diminish due to the adverse weather conditions.

She said, “The flexible and positive attitude displayed by contractors particularly in relation to changing ways of working during the difficult weather conditions allowed the continuity of safe services to be delivered in our communities.”

All in all an extraordinary effort from our extraordinary NHS Tayside staff.
Cisco Meeting Place

What is Cisco Meeting Place (CMP)?

It is a unified communication service which lets you hold ‘virtual meetings’. It is an integrated voice, web, and video conferencing solution which allows you to schedule a meeting at anytime from anywhere without the expense and inefficiencies of travelling.

The use of audio/video and web conferencing can provide significant savings in both staff travel time and transport costs for meetings. The system is designed to give the user control to schedule meetings without the requirement for ICT staff to set it up.

How you use it depends on the available equipment:

• With just a phone – voice discussions only
• With a phone and a PC you can view meeting papers, share presentations, use chat and record facilities, share desktops, use a whiteboard and many more options
• Using special video conferencing (VC) equipment (in a dedicated room or portable equipment) participants are able to see each other in addition to the full range of the above facilities

You can join a meeting from many locations within NHS Tayside, other health boards and from outside the NHS. Here are some of the possibilities of how meetings can take place, what kind of equipment is used and the typical number of participants.

How do I learn how to use Cisco Meeting Place?

The training for CMP consists of two sessions on a variety of dates:

• CISCO Meeting Place Session 1 - 9.30am – 12.30pm
• CISCO Meeting Place Session 2 - 1.30 – 4.00pm

For more details on the course contents and prerequisites for each session please visit the Unified Communications microsite on Staffnet.

Sessions 1 and 2 are run consecutively on the same day, and are available at the following locations:

• IT Training Room, Level 10, Ninewells
• Panmure Room, IT Implementation and Training Department, Monifieth
• IT Training Room 1, Perth Royal Infirmary

For training dates check the Tayside Training Database on Staffnet. To book a place on these courses call 01382 537707 or email ittraining.tayside@nhs.net

The NHS Tayside Library & Knowledge Services website provides information and contact details for libraries across Tayside which are available to all NHS Tayside staff, partners and students on placement. These libraries provide information and resources to support evidence-based practice, research and professional development.

There is a link to The Knowledge Network (including the eLibrary), which provides access to 11 million learning and information resources from over 100 providers. To access these resources users must register online for an Athens account at www.knowledge.scot.nhs.uk.

NHS Tayside librarians provide training on the eLibrary/The Knowledge Network and on Search skills and using Refworks. These courses will be advertised on the site and can be found on the Tayside Training Database. If more training, information or help is required with registration, Athens loans, individual libraries may be contacted using the details provided on the site or alternatively by emailing librarians.tayside@nhs.net. The new website can be found under Learning & Training from the home page of Staffnet.

New NHS Tayside Library & Knowledge Services website

Staffnet - what’s new

Check out the following new sections within Staffnet

- Acute Medicine Unit
- Liftshare
- Safe & Effective Working – Patient Stories
- Keep Well
- Dermatology

Corporate Business
Continuity – For information related to significant incidents such as adverse weather or major service disruption
Seasonal Flu – updated website
check it out

£3850 raised for breast cancer care

A breast cancer patient has presented £3850 to the Ninewells Breast Cancer Care Fund.
Barbara Hands of Montrose organised a charity ball at the Links Hotel in her home town, which more than 200 people attended.
Barbara had breast cancer in 2007 and 2009 and wished to thank the Ninewells Breast Team with a donation.
Macmillan Clinical Nurse Specialist for Breast Care Gillian Little said, “The Ninewells Breast Team thank Barbara for her very generous donation and all of her hard work in organising the ball. “We are extremely appreciative that she chose to donate the money to us. It will be used to support patient care in Ninewells.”

I-r Consultant breast surgeon Douglas Brown, Barbara Hands, breast care nurse Julie Lindsey, Gillian Little, Steve Hands, breast surgeon Marta Reis

Marathon effort raises funds for Cornhill

Kirsty Park, the daughter of former patient George Archer ran the Glasgow half marathon to raise funds for Cornhill Macmillan Centre.
George sadly died in the unit in May 2010 and to show her appreciation for the care he received, Kirsty raised £1300 after completing the marathon in just over two hours. It was a fitting tribute to her father as she ran the same half marathon with him in August 1997.

Kirsty Park, hands over the cheque to charge nurse Scott Sweaton

Dundee teenagers donate to Ninewells Diabetes Centre

A group of former senior pupils from Menzieshill High School in Dundee handed over a cheque for £500 to the Strathmore Diabetes Centre at Ninewells.
The school’s annual Talent Contest, which is organised by the sixth year pupils’ charities’ committee, raised £1600 for Diabetes UK and the Strathmore Diabetes Centre.
Former sixth year pupils Jayne Mays, Jennifer Niven, Mark Ker, Greg Donaldson, Greg Ogilvie and Shaun Maxwell were accompanied by Miss Sylvia Smith, Deputy Head of Menzieshill and Mrs Joanne Hynie, Principal Teacher of Modern Languages.
Consultant Physician Dr Ewan Pearson and Diabetes Specialist Nurse Debbie Voigt accepted the cheque from the pupils on behalf of the department.

‘Miracle recovery’ patient makes donation

Jordan Philips, who made an incredible recovery from a horrific car crash that nearly killed him, has raised funds for Royal Victoria’s Centre for Brain Injury Rehabilitation (CBIR).
After almost three months in Ninewells stabilising his condition, Jordan was moved to the CBIR to begin rehabilitation, learning how to talk, feed himself, shower and dress again. His family put his amazing fight back to fitness down to the care and attention he received from therapists at the centre.
Jordan competed in the Dundee Cyclathon with his dad in September, raising £1950 for CBIR.

I-r Jordan Philips (second right) and his dad (centre, right) present the cheque to Clinical Co-ordinator Avril Beattie (second, left) and physiotherapist Lorna Melville (centre, left)
Jenny Bowes, clinical team leader for community nursing in Perth, received a long service award to mark a 40-year career across NHS Tayside.

Jenny began her career as a nursing auxiliary in Forfar Infirmary in 1969, aged just 17, before beginning her enrolled nurse training at Dundee Royal Infirmary.

After qualifying in 1972, Jenny worked in theatres at DRI and the newly-opened Ninewells Hospital. In 1989 she moved into community nursing, gaining qualifications from Paisley, Robert Gordon and Abertay Universities whilst still working full time in Dundee and Perth & Kinross communities and as a staff side representative.

Jenny took up her most recent post in 2008.

Vice-chairman of NHS Tayside Murray Petrie presented Jenny with her 40-year service award at a ceremony held at Perth Royal Infirmary.