Welcome to the second edition of Patients First and Always, A newsletter for nurses, by nurses. This is for every nurse, novice to expert, young and a little older, in celebration of the fantastic work that they do in making sure patients are first and always.

Since our first edition in July there has been more work on improving patient experience. We have recently added to our active care plans to make sure we are caring for our ‘live in’ parents and can demonstrate a family centred approach.

International interest in our daily hospital huddle and ‘What Matters to Me’ continues to grow and we anticipate future visits to see us in action.

As we plan towards winter the Lead Nurses are currently arranging recruitment from the new graduate pool to vacancy and winter planning posts and we are delighted to be offering them employment opportunities with us.

Thank you for you continued endeavours to put Patients First and Always and remember we want to hear about local initiatives and ideas.

Elaine Love
Head of Nursing

Student Nurse Experience
Ashley Smith (pictured) shares her experience as a second year student nurse in ward 3a.

‘The ward is so busy and there is always something to do as a student. I have helped look after children from babies to young people. Within the ward there has been a mixture of patients staying for a short time and those in for longer, as well as emergency and elective admissions’

‘I have learned so much looking after children who have been involved in road traffic accidents, broken bones, tonsillectomy’s and also diabetes and cystic fibrosis’

‘The staff in ward 3a have been nothing but helpful and supportive and all pull together on the busiest days to make a great team’

‘From the start to the end of the shift there is always a job to do, whether its observations, admissions, participating in pre and post op care, or spending the time getting to know patients and families. I have really enjoyed my experience in 3a and have learned so much that will stay with me for the future’

Board Nurse Director Visit
Rosslyn Crockett visited last week to observe the hospital huddle and visited several wards to see RTTC and Active Care Planning. Following the visit Rosslyn sent her thanks and appreciation saying

‘The Hospital Huddle was really impressive; it’s amazing how quickly you get a picture of the activity as well as the status of your patients, and staff availability and any issues needing quick attention within 10mins!!!!!’
Leadership in Compassionate Care
A 3 year research project between Napier University and NHS Lothian was undertaken to find out just what makes compassionate care and how these criteria could be incorporated into under graduate programme. The components of compassionare care were identified as:

- Respect and dignity
- Listening to patients and relative stories
- Asking patients about their concerns and what matters to them
- Treating patients as individuals
- 121 relationships
- Honesty and realism

Thinking about daily practice in your ward or department how do YOU demonstrate those compassionate behaviours?

A promise to learn— a commitment to act

Professor Don Berwick, an international expert in patient safety, was asked by the Prime Minister, David Cameron to carry out a review (published on the 6th August) following the publication of the Francis Report into the breakdown of care at Mid Staffordshire Hospitals.

Berwick and his team are recommending four guiding principles, I urge you to think about how you incorporate these in to your daily work.

1. Place the quality and safety of patient care above all other aims for the NHS.

2. Engage, empower, and hear patients and carers throughout the entire system, and at all times.

3. Foster wholeheartedly the growth and development of all staff, especially with regard to their ability and opportunity to improve the processes within which they work.

4. Insist upon, and model in your own work, thorough and unequivocal transparency, in the service of accountability, trust, and the growth of knowledge.

For Full report go to: https://www.gov.uk/government/publications/berwick-review-into-patient-safety

Amir Khan Visits Yorkhill

Children in a number of wards had great fun on August 3rd when world boxing champion, Amir Khan (pictured above with nursing staff from ward 5a, and below with delighted children), visited the hospital and handed out DVDs, game consoles and software games thanks to Muslim charity Colours of Islam.

The charity provided the opportunity for members of the Muslim and other communities to donate toys during the time of Eid, the festival that marks the end of Ramadan and the toys were handed over by Amir Khan.

Hospital Environment Inspectorate

Recently GG&C has had 2 unannounced inspections from the HEI. A recurring theme is adherence to the PVC insertion and maintenance bundle. Please continue to ensure all PVC’s have the correct dressing, are dated, timed and maintained as per the PVC bundle.