

Team Update



Issue 44 March 2008

www.nhshighland.scot.nhs.uk

Survey Launched to Mark No Smoking Day



Smokers are being asked to take part in a survey on services to help them quit. NHS Highland employs Smoking Cessation Advisors across the region and has plans to increase access to the service including the development of a bank of trained staff to help during periods of high

demand.

The Board is asking people to help shape the growing service by taking part in a survey. The questionnaire can be accessed through the website www.nhshighland.scot.nhs.uk, by calling the Smoking Cessation Service helpline on 0845 757 3077 and will also go out to doctors' surgeries, dental practices and pharmacies. The questionnaire is aimed at finding out how well known the service is and what would make more people take up the offer of free advice from a trained advisor.

Last year 1827 people registered with the service and 43% quit. To meet a tough new target NHS Highland will have to support 8% of its smoking population to stop by the end of March 2011. This equates to 4,944 smokers stopping.

Director of Public Health Dr. Eric Baijal said: "The closer we get to this target the healthier our population will be. We know that 70% of smokers want to give up and this survey will provide them with an opportunity to tell us what would help. In particular we want to know if there are real or perceived barriers to people using the service."

Tobacco Coordinator Susan Birse said: "The reasons why someone smokes are as individual as the smoker and Smoking Cessation Advisors provide a personal approach to helping someone quit. Advisors meet regularly in one-to-one or group meetings with smokers and provide moral support as well as advice and information on nicotine replacement therapy or other medication."

National statistics show that a smoker is four times more likely to quit if they have the help of a Smoking Cessation Advisor and nicotine replacement therapy than if they try to give up using willpower

alone.

Across the Highlands, Smoking Cessation Advisors marked No Smoking Day with displays and advice, and tobacco talks are taking place in schools in Lochaber, Caithness and Strathspey. Meanwhile, the Health Scotland Stop Smoking Roadshow visited the Eastgate Centre. People visiting the roadshow were able to talk to staff, pick up a free stop smoking DVD and try out a carbon monoxide tester to find out how their smoking habit is affecting their lungs.

The No Smoking Day message comes with a seal of approval from the Public Health Minister Shona Robison. She said: "National No Smoking Day presents a golden opportunity to anyone who is thinking about quitting to kick the habit.

"Giving up smoking is the single most important thing anyone can do to improve their health and reduce their risk of developing lung cancer, heart disease and stroke. "I realise that quitting is really tough, but you don't have to do it alone – there are smoking cessation services all over Scotland where smokers can get the advice, support and help they need to quit. I hope that all smokers will seriously consider giving up today to improve their health and help create a smoke-free Scotland."

Occupational Health deliver a Smoking Cessation service to all staff members within NHS Highland. These appointments are tailored to suit the individual.

Staff members are welcome to self refer on ext 6147 for an initial appointment or to discuss individual help available. Kayren Milne Smoking Cessation Advisor (Staff) Occupational Health, Raigmore

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Improvements Across Whole System

With the Unscheduled Care Collaborative Programme, due to complete at the end of March, and all 18 sites in Highland now meeting the maximum 4-hour journey time target within all A&E Departments, Maimie Thompson (Programme Manager for NHS Highland) highlights some of the significant achievements.

"When the Programme was launched in Highland in August 2005, there were no reliable systems in place to monitor waiting times in A&E, nor a culture to support the target. Now two years on there has been a significant change in the culture and a general feeling that patients and staff have benefited from the joint working. This sense of progress is backed up by the statistics for Raigmore, where the average waiting time has almost halved the number

of patients seen and treated within 2 hours increased and overall the total number of patients waiting over 4 hours dramatically reduced. Compliance has increased by 20% and Raigmore is now consistently at 98%.

"Crucially there is now a clear understanding of why patients wait," says Maimie. "There is also recognition that while the Emergency Department hosts the target, reducing waiting times requires improvements across the whole system. Effort has been focussed on improving patient flows within Raigmore and with other Hospitals and community teams. This work has been supported by staff exchanges and developing more robust systems to improve communications. Fundamentally it has also been about managers and clinicians supporting cultural change and working more collaboratively."

New Consultant Appointments

Consultant in Radiology: Dr Jason Walker commenced as Consultant in Radiology in January 08. Dr Walker was previously a Consultant Radiologist with NHS Greater Glasgow & Clyde.

Consultant Physician: Dr Nicola Joss, a Consultant Physician with an interest in Renal Medicine, started in January. Dr Joss was previously a Specialist Registrar (SpR) in Renal and General Medicine in Glasgow Royal Infirmary.

Consultant Physician: Dr Lorna Murray, Consultant Physician in Respiratory and GIM, started in February, having previously worked as a clinical fellow in Vancouver, Canada.

Consultant Acute Physician: Dr Grant Franklin, Consultant Acute Physician, started on 1 March. Dr Franklin was previously a locum with NHS Highland, but prior to this was an SpR/Acting Consultant with NHS Tayside.

Consultant in Radiology: Dr Michael Ashcroft is due to commence as Consultant in Radiology on 1 Aug 08. Dr Ashcroft was an SpR/Fellow with Southampton University Hospital until June 2007 when he moved to Vancouver, Canada to undertake a fellowship.

Consultant General Surgeon: Mr Mohammed Sadat has been appointed as Consultant General Surgeon with Interest in Colorectal Surgery, due to commence in August 08. Mr Sadat currently works as an SpR at Addenbrooke's Hospital in Cambridge.

Consultant in ENT: Mr Syed Ahsan, Consultant in ENT, is currently working as an SpR in Livingston. He will commence in August 2009 after undertaking a fellowship in New Zealand.

From the editor ... Farewell!

Welcome to the March issue of Team Update which is the 44th and *my* final issue of Team Update, as I am leaving NHS Highland in April to take up another post with a nearby partner organisation. I have loved working for NHS Highland and will miss the many friends I have made here over the past nine years.

If you would like to write an article or submit information (letters or photographs) for future issues

of the Team Update, please write to, or email, the Communications Team via the email address on the NHS Highland Website:

staff@haht.scot.nhs.uk or contact
Christina.macdonald@hnb.scot.nhs.uk

Remember, **your** news and views are important!

Best wishes and farewell,

Ruth Cleland
Head of Internal Communications

New Advice and Support Service for Patients of NHS Highland

Where do you turn when your patients have concerns related to their health problems – for example with benefits, housing or employment? There is now a service designed to help your patients with just these issues. NHS Highland has commissioned additional services from the Citizens' Advice Bureaux (CABs) across the Highlands.

This new **Independent and Advice and Support Service**, is part of a national initiative aimed at helping people who use NHS services to get advice on problems arising from a health condition.

The service will also help people who want to raise comments, questions, concerns or complaints about their NHS treatment, but who are not sure how to approach the NHS directly. The new CAB staff will guide and support people to follow up enquiries, or complaints with the relevant departments or with the NHS Highland Complaints Team.

The new services are free, confidential, independent and impartial, and are available to patients, their relatives or carers.

Four new CAB staff have been appointed to provide the new services, each based in a local CAB and covering a defined geographical area – Maggie Bell (Argyll & Bute), Yvonne Hutcheson (Caithness & Sutherland, Ross & Cromarty), Donna Campbell (Inverness, Nairn, Badenoch & Strathspey), Sue Chadney (Lochaber, Skye & Lochalsh).

Getting in touch with the new service is easy - through any Citizens Advice Bureau in the area. The numbers are listed below, and are also in the phone book. Alternatively, patients or their representatives can call into any bureau.

Bureaux	Phone number
Argyll & Bute	01546 605550
Caithness	01847 894243 or 896796
Inverness	01463 235345 Advice or 01463 237664 Appointments
Lochaber	01397 705311
Nairn	01667 456677
Ross & Cromarty	01349 883333

Promoting Attendance

NHS Scotland has now revised the HEAT Target to the achievement of a 4.0% sickness absence rate by 31st March 2009. NHS Highland's rolling monthly average sickness absence level as at 30 December 2007 was 4.91%, against the Scottish average of 5.36%, this figure being based on the most recent report. This illustrates an overall downward average rolling trend for 2007, but is above the NHS Highland target trajectory of 4.6% for December 2007. NHS Highland consistently presents the 2nd or 3rd lowest sickness absence rates amongst the 14 Mainland and Islands Boards.

The Board has noted the differences in levels of sickness in different units within NHS Highland, especially in the more remote and rural areas. Each Community Health Partnership and Raigmore Hospital is to monitor this closely. It was agreed it was important to pursue "Healthy Working Lives" in every operational area.

Cardiac Catheter Laboratory/Angiography Suite

This scheme will be undertaken in two phases. Phase 1 will consist of the creation of a new Cardiac Catheterisation Laboratory and upgraded Angiography room in Raigmore Hospital. Phase 2 will involve the relocation of the Ultrasound Service, which will be displaced by the development. The current timetable has Phase 1 starting in February 2009 with a finish in December 2009 and Phase 2 will start in January 2010 and finish in March 2010.

Day Services Centre, Raigmore Hospital

This project now consists of a dedicated four theatre Day Surgery Unit together with the schemes for an expanded Renal Unit and Endoscopy Unit. A Design Team has been appointed for the project and they are carrying out site investigation works as well as meeting with users to confirm the accommodation schedules. It will be important to change models of care in advance of the centre opening in order to achieve the national targets on waiting times.

Agenda for Change Update

Some Managers have been confused about the use of JC3 and JC4 forms. To clarify, JC3 forms should be submitted for new posts which are to be advertised or which have been created as a result of organisational change involving Personnel. JC4 forms should be submitted for posts which have significantly changed since October 2004 and where the employee is still in post. At present it is not possible to give a timescale for matching of JC4 job descriptions but should there be a change of band this will be back-dated to the effective date of change. Both JC3 and JC4 forms should be submitted to carolyn.greig@hpct.scot.nhs.uk together with the job description.

We are currently trying to gather data for some posts where we have not been advised about the postholder and also some postholders who are showing on payroll but about whom we hold no data. We shall be issuing spreadsheets to Managers to complete in an effort to fill these blanks in our data. Similarly we are currently compiling lists of all outstanding queries within departments and we shall shortly be sending those out to Manag-

ers in the hope that we can clear all the queries in the department at once rather than sending individual queries. To prevent any unnecessary delay in assimilating postholders who are still paid on Whitley it would be appreciated if Managers would arrange for these spreadsheets to be completed and returned as a matter of urgency

We notified you in last month's update that your contact for data or queries about postholders working in Bank posts, excluding those in Argyll & Bute, is Jennifer Hughes. However it has come to our attention that you were given the incorrect email address. The correct address is jennifer.hughes2@haht.scot.nhs.uk

We are seeking to appoint a Data Assistant, Band 2, on a Bank contract. If you are interested in this post and would like further information please contact Carolyn Greig, AfC Data Manager on 01463 706328, email carolyn.greig@hpct.scot.nhs.uk or if you would like to request an application pack contact Vicki Lock in Employment Services on 01463 706011 or email Vicki.lock@haht.scot.nhs.uk.

KSF Update

Paul Simmons, KSF Facilitator has been engaging with staff on KSF/PDP&R. The role as the KSF Facilitator has enabled him to assist and support staff from all areas within NHS Highland, providing training and awareness sessions for developing KSF Post Outlines, the Personal Development Planning & Review process, and how it all relates to e-KSF.

Some staff groups have also been learning about AT-L (All Time-Learning) a web based Learning and Development resource management system which NHS Highland will be using to monitor and control all its' Learning and Development activities.

Paul says, "I find my role interesting, challenging and above all rewarding; I have been working with some really positive staff groups and

have been able to assist whole departments in achieving close to 100% development of KSF post outlines, all staff received PDP&R training, all staff have an active PDP having undergone a KSF review. Some of these departments are now actively engaged in e-KSF training and will soon be able to carry out reviews on-line".

If you would like more information on the services he provides or want to discuss any of the above then please contact him on 01463 70685 or email him at paul.simmons@hpct.scot.nhs.uk

Kathryn McCall, CNS Lochaber, has won Palliative Care Nurse of the year.

Hand Hygiene—Hand Care



Good hand care is essential to protect the skin on hands from drying and cracking, and to protect broken areas from becoming contaminated when exposed to blood and body fluids. Here are some important points to remember.

Wash your hands properly using the 6 Step Hand Washing Technique.

Use clean, disposable paper towels to dry each area of the hand thoroughly. Remember all of the 6 steps included in the hand washing process.

Hand creams should be applied to the skin on hands. However, only individual tubes of hand cream or hand cream from wall mounted dispensers should be used.

Only creams which do not affect the action of hand cleaning solutions or the integrity of the gloves should be used i.e. water based rather than oil based. Hand creams containing an anionic emulsifying agent reduce the residual antibacterial effect of chlorhexidine.

Communal tubs of hand cream must be avoided as these may become contaminated with bacteria from inadequately washed hands over time.

Report any skin problems to Occupational Health or GP in order that appropriate skin care can be undertaken and the risks of harbouring micro-organisms while providing care for others can be avoided.

Emollients should not be worn under latex gloves as they may concentrate latex allergens and increase the risk of sensitisation.

Cover all cuts and abrasions with a waterproof dressing.

For detailed information on Hand Hygiene, please refer to the NHS Highland Hand Hygiene Policy.

6 Steps of Hand Washing

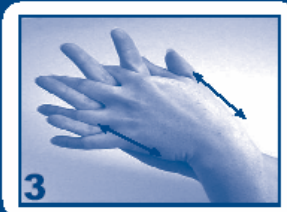
Remove any hand and wrist jewellery



- Wet hands
- Apply soap
- Rub hands palm to palm



- Rub right palm over back of left hand
- Rub left palm over back of right hand



- Rub hands palm to palm with fingers interlaced



- Rub backs of fingers to opposite palm with fingers locked



- Rotational rubbing of thumb clasped within palm
- Repeat for other hand



- Group fingers together
- Rub finger tips rotationally in palm of opposite hand
- Repeat for other hand
- Rinse hands

Remember

- Dry hands thoroughly with paper towels
- Use foot pedal operation of bin to dispose of used paper towels
- Always cover cuts on hands with a waterproof dressing
- The appropriate use of hand creams can help to prevent hands from becoming dry

Staff - please refer to NHS Highland Hand Hygiene Policy for more in-depth information on hand hygiene.

Review of Nursing in the Community – Project Update

Lead Sites chosen to test the New Community Health Nursing Model:

Community nursing staff will be aware that discussions have been taking place locally about proposals for the first areas to test the new Community Health Nursing Model. A number of areas expressed an interest in taking part, and these were assessed against a range of criteria, including willingness of staff to be involved. A shortlist of proposals were taken to and discussed at the Steering Group meeting on 22 February. It was agreed that the implementation process for the agreed pilot sites should commence immediately aiming for an official “Go Live” date in June. The following five areas were chosen and these reflect geographical spread and diversity of rurality, urban and delivery challenges:

- Helensburgh
- Kintyre and Mid Argyll
- Tain
- Thurso
- Badenoch and Strathspey

The Steering group also had a workshop focusing on implementation where some excellent ideas came through and the feedback of working through this process was positive. It was agreed this style of workshop would be done locally with CHP Local Implementation Groups and lead test areas to support the process of developing local Implementation plans. These will feed into an overarching Implementation Plan covering the 5 pilot site areas with a draft going to the 18th April meeting.

Thank you to everyone for their input and to all those who expressed an interest in getting involved and especially to those who are in the lead test sites. There will be various events as part of the Change management plan so that people in the lead test sites feel supported and can share experiences and learning with the non test sites.

Job Descriptions

Revised JD's for the following roles have now been released and are being circulated:

Health Care Support Worker,
Staff Nurse, Advanced Practitioner,
Team Leader

The KSF outline for the CHN is in development and the group meets again in early April.

The AfC banding process continues to be taken forward by NHS Lothian

Capability Framework for Advanced Practitioner

Work has started on this led by Linda Smith at NES and the Expert group. The aim is that there will be a version sent out for national consultation over a 6 week period in April (to be confirmed and linking with the baseline evaluation re timelines)

Education

Work continues by the Educationalists group on the PDP/LDP template to support the process of transition education and a draft has been available for comments. The aim is a final version will be ready in March.

Events

There is a workshop focusing on health needs information to support the new model on Wednesday 2 April, 2.00 - 4.30pm, Boardroom, John Dewar Building, Inverness
Pan Highland Team Leader Action Learning set – Thursday 1 May, 10:30am, Inverness (venue tbc)

Workshop meeting for the 5 lead test areas – Thursday 3 April, 11am–2pm in the Boardroom, John Dewar Building, Inverness

Please contact me if you have any comments or suggestions on what you would like to see in the Team Update or on the website, if you have any queries or would just like to chat about the project.

Fiona Sharples, Implementation of the Review of Nursing in the Community Project
Manager Mobile ~ 07824 473 829, Email ~ fsharples@nhs.net or via RONC@hnb.scot.nhs.co.uk





PACS—Patient Archiving and Communication Systems

Project Manager: Iain MacInnes Tel: 01463 706311 Email: macinnes@nhs.net

Picture Archiving and Communication Systems (PACS) are a sophisticated electronic means of capturing, manipulating and storing images which can later be shared with other clinicians (subject to privilege) for second opinions or to discuss treatment options. Images (X-ray, CT, MRI, Ultrasound, Angiography in the first instance) are converted to digital images through the medium of Computerised Radiography (CR) and stored on computer disk. They can then be viewed by any qualified clinician with access to a computer on the Highland network or transmitted elsewhere to follow a patient or to manage treatment.

Thus the problem of waiting for a film to be delivered (and sometimes lost) is obviated and several clinicians can see the image at the same time. In the future, many other images can share the technology, for instance, dermatology or endoscopies.

NHS Highland are planning to implement PACS during the winter 2007/08 and summer 2008, again as part of a national procurement with Carestream Health, who are also delivering the Scottish National archive in conjunction with ATOS Origin and NSS. The system interfaces to the new Radiology Information System (RIS) to link images and patient records. This is a major project for the eHealth department and will have far-reaching effects on clinical practice; however, PACS is fast becoming the international standard for image storage and transmission and the clinical benefits are enormous.

Helping People Work Together More Effectively

The Personnel team is pleased to announce the launch of NHS Highland's Employee Mediation Service. Mediation is a process which can be used to help employees resolve conflict situations, without recourse to formal policies and procedures.

Mediation can be used when both parties genuinely want to see an end to their differences and are committed to moving forward to achieve an effective working relationship. Mediation has already been successfully trialled for a small number of workplace conflict situations. One trained Mediator said "It is a very rewarding experience when you work

with two staff who are determined to improve their working relationship and reach a successful outcome."

Chief Executive Roger Gibbins said "*The Employee Mediation Service is a positive innovation which enhances the support available to staff and will also benefit patients and NHS Highland. The Personnel Team have shown great initiative in developing this service and I am delighted to endorse it.*" Information will shortly be available via the Intranet, your line manager or local Personnel team, or by contacting the Mediation Coordinator on 01463 70(6723).

The Scot



The

NHSmal

When you are migrated over to NHSmal your new address will appear in the address book along with your old address until you inform the Project Team that your old account can be switched off.

If someone sends an email to your old account (which hasn't been closed) a message will be returned to them which will inform them that this e-mail account has been closed and is no longer checked, please resend any email and amend your contact details to my new address forename.surname@nhs.net.

Sarah Holt

Project Officer Tel: 01463 706323

sarah.holt@nhs.net

Information Governance

Information Governance means handling information in a confidential and secure manner to appropriate ethical and quality standards. It is important to NHS Scotland because we collect and use lots of information for administrative, research and medical purposes, which contribute to improving people's health. Information Governance is a key issue for all NHS organisations and is fundamental to the effective delivery of health services, particularly as we move towards an electronic health record.

Information Governance covers:

- The Data Protection Act 1998
- The Freedom of Information (Scotland) Act

2002

- Confidentiality: NHS Scotland Code of Practice
- Records Management
- Information Security Standard
- NHS Data Quality Assurance (Data Accreditation)

Caldicott Guardian

For more information contact

Aileen Fraser Tel: 01463 706315 e-mail

aileen.fraser2@nhs.net or

Bruce Sherriff Tel: 01463 706057 e-mail

bruce.sherriff@nhs.net

Payroll Services for Staff in Argyll and Bute

A Service Level Agreement currently exists with NHS Greater Glasgow & Clyde (NHSGG&C) for the provision of Payroll Services for NHS Highland staff employed by Argyll & Bute CHP. Discussions held between Finance and Payroll colleagues during October 2007 confirmed that the proposed move of these Payroll Services from NHSGG&C to NHS Highland was mutually agreeable.

A transfer date of 1st April 2008 was agreed and discussions have been ongoing between Finance, Payroll, HR and Staff-side Representatives in relation to the detail of the transfer.

Work is currently in process to ensure the smooth transfer of the payroll service between Brian Houston and Marie Cumming, Heads of Payroll for NHS Highland and NHSGG&C respectively.

Accommodation changes are required within the Pay Unit at Assynt House and a new staffing structure has been developed, in consulta-

tion with current NHS Highland Payroll Staff and Catherine Mackay, Staff-side representative, in order to incorporate the additional payrolls. The recruitment of additional staff is currently underway.

Information about the revised procedures is being issued during March to Argyll & Bute CHP managers and staff with timesheets and payslip notices. These will advise all employees of Argyll & Bute CHP of the revised details for payroll and expense data submissions and will provide those staff with contact details of Payroll staff based at Assynt House in Inverness.

The revised address for all payroll related communications from 1st April 2008 is: Payroll Department, NHS Highland, Assynt House, Beechwood Park, Inverness, IV2 3BW

Any queries in relation to the transfer should be raised with Brian Houston, Head of Payroll, Tel: 01463 704901.

Dunoon Community Casualty Centre

An option appraisal resulted in a preferred option for siting a new Casualty Department in the ground floor of the General Unit where the Maternity Unit is located and the permanent re-location of the Maternity Unit to the top floor of the General Unit. In addition a new upgraded x-ray department will be incorporated into the Casualty Department project.

The overall project completion date is anticipated as March 2009.

NHS Highland Area Finance Report

The summary forecast position to the end of January 2008 shows a forecast surplus of £1.96m before adjustments. To place these figures in context, this operational DHS underspend is about 0.2% of the agreed budget

When adjustments have been made to reserves, the total forecast underspend is £4.1m, which will be available to be carried forward into next year's non-recurrent budget.

Letters to NHS Highland



"This is a letter in praise of NHS Highland and Raigmore Hospital, Inverness, in particular.

I was taken ill on the second day of a short winter break and sought assistance from the NHS helpline. I was transported to Aviemore Health Centre where, after a rapid and expert assessment, I was admitted to Raigmore Hospital.

There I was in the experienced hands of Mr Logie. I wish to give my sincere thanks to Mr Logie and all his team for their skill and expertise in carrying out this procedure. Following the operation I was in the care of the hospital staff in Intensive Care, Surgical High Dependency Unit and Wards 4C and 4A. I am extremely grateful for all the excellent attention I received from all doctors, nurses, auxiliaries and domestic assistants. The care was exemplary and professional and carried out in a cheerful, friendly manner which greatly helped my recovery.

I also wish to thank the speciality nurses, physiotherapy team, and pharmacy staff. All of the people I met were helpful, pleasant and gave the impression of being part of an efficient, dedicated, and caring organisation.

The food was quite good too, al-

though in my circumstances I felt unable to sample many of the extensive choices available.

The people of the Highlands can be proud of their hospital, and be comfortable in the knowledge that if they ever need medical attention they will receive the best of treatment at the excellent Raigmore Hospital.

Once again, my sincere thanks and best wishes to you all."

A Patient from West Midlands

"I would like to bring to your attention the excellent care we received during the birth of our son. We moved to Inverness from Edinburgh and I have been very impressed with the standard of my ante, intra and post-partum care at Raigmore. I would like to thank my Consultant, Dr Lucy Caird and her team for their expertise. In particular I would like to mention Karen and Catherine from Ward 10 for their attention to detail and help with the initiation of breast-feeding. I would also like to thank Sister Morrison for her kindness the day of my section and thereafter, and the staff on her ward including midwives Ali, Marjory, Mary and nursery nurse Louise."

A Patient from Inverness

"In an age where it is fashionable to snipe at the NHS I thought a brickbat from the other side might be overdue.

My wife has just finished treatment for her 3rd go of Cancer, and we await a final scan. Her journeys through this unpleasant illness were monitored and supervised by Drs Murray, Forsythe and Lush - with radiation under the watchful eye of Dr MacGregor.

I have to say that had she been paying very large sums Alison could not have had better or more considerate treatment, and throughout the kindness shown by the staff involved has been beyond praise, especially the staff of Ward 2C in which she had goes of intensive treatment.

The MacMillan Centre staff induce an atmosphere that is not unlike that of a friendly club, since people sadly meet there more than once! As said we now await a final scan but whatever the result we have had a further 6 years of companionship which would not have materialised without the care and dedication of the Raigmore staff.

With all good wishes, and many thanks."

A Patients Relative from Aviemore

Pharmacy Workshop—encouraging public partners to take an interest in medicines management

An innovative approach to encourage public partners to come forward and work in collaboration with the pharmacy department was required and that's what Kären Beattie, Project Coordinating Officer and Jane Urie, Principle Pharmacist recently came up with. They were keen to persuade and support more people becoming involved in the work of the Area Drug and Therapeutics Committee (ADTC) and its sub-groups and they arranged a half day information and recruitment workshop in February at the Centre of Health Sciences in Inverness. The workshop was for patients and members of the public who had an interest in medicines and who wanted to find out more about being involved. Publicity went out through patient groups, the Patients'

Councils, the Highland HealthVOICES Network and a press release with 8 people attending on the day. The workshop gave people information but mainly focused on hearing from the public partners who already work successfully with the ADTC, Wendy Nganasaurian and Liz Pritchard, and listening to what the participants had to say. A lot of enthusiasm, effort, careful thought and planning went into the event and feedback from all the participants whether staff, patients or public was really positive. Findings from the workshop are to be considered by the ADTC on 19th March and a full report is available from Kären Beattie.

HDLs

You can find all recent HDLs in the SEHD Weekly bulletin at <http://www.sehd.scot.nhs.uk/publications/bulletin/bulletin2007list.htm>

These are also linked from the Intranet News section.

Smokefree NHS Highland Useful Helplines and Websites for Information and support on Smoking Cessation

- **Highland Smoking Cessation Service—lo-call 0845 757 3077**
- **Smokeline 0800 84 84 84**
- **Quit—0800 00 22 00**
- **Enquiries and advice - smoke-free@hnb.scot.nhs.uk**
- **Givingupsmoking.org.uk**
- **Quitnet.com**

Occupational Health are now offering smoking cessation support to the staff of Raigmore Hospital. This can include one to one support for smoking cessation as well as advice in regard to products such as nicotine replacement therapy (patches, gum etc). Appointments can be made within Monday to Friday 9-5pm. Please phone 01463 706147 (ext 6147 for internal) for an appointment.

eLibrary

www.elib.scot.nhs.uk

Have you registered yet?

Forthcoming Events:

NHS Highland Board Meetings 2008

1 April

6 May

Management Development Network

Events in Highland in March, May and June.

Contact charlotte@gp55751.highland-hb.scot.nhs.uk for details of events in Highland

Shifting the Balance

International Making it Work Conference Aviemore 12 & 13 May (celebrating International Nurses Day)

Flyer, booking details and abstract call on our website.

<http://www.nhshighland.scot.nhs.uk/News/Events/Pages/MakingItWork>

50% DISCOUNT for frontline nursing, midwifery and allied health professionals.

Equality & Diversity Training

Management Development Programme Level One Module: Equality and diversity in practice

Covering KSF Specific Dimension G6: People Management, Level 1 and KSF Core Dimension 6: Equality and Diversity, Level 2

Fort William 20th march 2008 1.00 – 4.00pm

contact Marie Gilbert on 01463 704826

or email marie.gilbert@hpct.scot.nhs.uk

Annual Inverness Symposium of the Royal College of Physicians and Surgeons of Glasgow. Friday 30th May 2008.

The venue is the Centre for Health Science and attendance at the meeting is free, although prior registration is requested. Details on how to register will follow shortly.

Advertise your event here: Contact Erin Greig 01463 705771 or email

Christina.macdonald@hnb.scot.nhs.uk

Submissions by 1 April for the next Team Update please to

Christina.macdonald@hnb.scot.nhs.uk