

# Team Update



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## New Alcohol Clinics open on Skye

The festive season is unsurprisingly one of the busiest times of the year for people attending hospital accident and emergency (A&E) departments with alcohol related problems and injuries.

Statistics show that for much of the year at least 12% of people attending at A&E departments are there for alcohol related reasons - rising to up to 80% at peak times such as Christmas and New Year - and this puts a huge strain on the health service.

But additional support and advice is now being offered to people on the Isle of Skye with the opening of out-patient detoxification clinics at the Dr MacKinnon Memorial Hospital at Broadford and Portree Community Hospital.

Alcohol Liaison Nurse Neil Turner was appointed in May 2006 after it was discovered that the number of people being admitted to the two Skye hospitals for detoxification was almost 80% higher than the national average.

He said: "I was employed to supervise these admissions, offer advice to the medical and nursing staff and to draw up protocols to reduce the number of inappropriate admissions, which were mainly due to a lack of alternatives."

Since then, he has accepted more than 400

referrals, generating approximately 2,000 face to face contacts, and he has reduced waiting times to see a specialist from an average of three weeks to less than one week.



Above: Neil Turner, Alcohol Liaison Nurse

He has recently introduced nurse-led drop-in clinics for the supply of Chlordiazepoxide, which is better known as Librium and is used in the treatment of alcohol withdrawal.

Neil said: "Around 100 people per year are currently admitted to the two hospitals for detoxification. It is hoped that the clinics will reduce this figure by around 50%."

He explained that the clinics offer daily prescriptions of Chlordiazepoxide and support and advice regarding relapse prevention. They also provide monitoring of physical and mental health, alcohol counselling, assessment and referral to community supports and rehabilitation services.

Neil added that self referrals are accepted and no appointment is necessary. The programme lasts five days and can start on any week day. Those taking part must attend every day to collect their medication for the following day.

Ongoing support is then provided in the form of further relapse prevention advice and motivational interviewing.

Clinics are held at MacKinnon Memorial Hospital, Broadford, from 10.30am to 12 noon and at Portree Hospital from 2.30pm to 4pm. The clinics at both hospitals are open every day from Monday to Friday.

Anyone wanting to find out more about the service offered at the clinics should call Mr Turner on 01478 613772.

## It's Award Season...



GP Annie Griffiths receiving her 'Doctor's Award' from patient Lorna Macdonald, who nominated her in this years Scottish Health Awards.

See p2 for further details and information on other awards that have been received recently.

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## It's Awards Season... cont...

NHS Highland is delighted it had three winners in this year's Scottish Health Awards, which were held at the beginning of November.

Inverness GP Annie Griffiths (pictured front page) picked up the Doctors Award after a grateful wife nominated her for the accolade in recognition of the care, kindness and compassion that she gave to her husband during a difficult time.

Lorna Macdonald said: "Dr Griffiths should be awarded for her kindness, compassion and dedication to her patients. I am sure that she has made difficult times much more bearable for many people."

Craig McNally, (pictured right), a Senior Health Promotion Specialist in Argyll & Bute who won the NHS Healthy Lifestyle Award for his work in promoting safer drinking



messages in particular at the Connect festival where the younger audience was targeted.



Anne MacCallum, (picture left) a senior healthcare assistant for Marie Curie Cancer Care in the Highlands collected the Community Care Award for her devotion to providing care and support to cancer patients and

their families. Anne is dedicated to her patients and has often travelled 150 miles round trips to allow patients to die with their families in familiar surroundings.

Roger Gibbins, Chief Executive for NHS Highland said: "I would like to congratulate our winners from NHS Highland. To have their hard work and dedication recognised in such a way is fantastic for them and gives the whole organisation a morale boost. I am delighted that we have three winners in NHS Highland and send Dr Annie Griffiths, Anne MacCallum and Craig McNally my warmest congratulations."

## Getting it right for every child project wins council award

A multi-agency project which will create a new model for children's services throughout Scotland has won a Highland Council award for innovation.

The award went to Getting it right for every child (GIRFEC), which is a partnership between NHS Highland, Northern Constabulary, the Education and Social Work departments of Highland Council, the Scottish Children's Reporter Administration and the voluntary sector.

Elizabeth Watson, who is health lead for the GIRFEC project, explained that it was designed to ensure that every child across the region receives the help they need when they need it.

She said the pathfinder project pulled together the good work being carried out by the various

agencies to formulate an integrated assessment framework for the delivery of services to help all children grow, develop and reach their full potential.

She said: "It's about using a common approach and a common language for assessment and planning to ensure that children's and families' views and decisions are central to the plans put in place.

Ms Watson added that the Scottish Government chose the Highlands for the pathfinder project because it recognised the good work that was being delivered here.

She said: "The pathfinder project has been centred on Inverness, but we want to have

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## From the editor ...

Welcome to the December issue of Team Update, NHS Highland's staff newsletter.

Remember this is your newsletter so please share your news with us so we can let the rest of NHS Highland know. Your views and opinions are also welcomed.

To submit an article, information or photos for future issues of the Team Update, please email the

Communications Team via the email address on the NHS Highland Website: [staff@haht.scot.nhs.uk](mailto:staff@haht.scot.nhs.uk) or contact [Christina.macdonald@hnb.scot.nhs.uk](mailto:Christina.macdonald@hnb.scot.nhs.uk)

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the model in practice across Highland by March of next year. We are also encouraging and supporting other authorities across Scotland.”

Previously agencies worked separately, which meant that some children’s needs were missed or “fell through the net”.

“Children were referred and each agency carried out its own assessment and formulated its own plan, now we have one assessment and one plan for each child,” said Ms Watson.

She explained that a lead professional is appointed from the most relevant agency. That person coordinates the child’s plan and all the agencies

inform them of any significant events.

And feedback from parents and children has been very positive.

Ms Watson said: “Parents used to say they were fed up with having to deal with a number of different professionals and having to tell their tale over and over again. They are much happier having one person to work with and letting the other professionals work with that person.”

She added that the GIRFEC team was very pleased with the Highland Council award, but stressed that it was recognition of the good work being carried out by all the agencies involved.

## Partnership approach to love scoops top award

A Highland project helping support people with learning disabilities to be informed enough to develop and sustain a safe sexual relationship has won the People of the Year Human Rights Award from a top disability organisation.

The Love is... training programme helps staff to support adults with learning disabilities to explore their sexuality, to access relevant information and services about relationships and sexual health, and to be treated with respect and dignity. The project’s been developed by the Highland Council in partnership with NHS Highland, Brook Highland, People First, Terrence Higgins Trust, the Highland Learning Disabilities and Relationships Group, Service users and carers.

The RADAR, People of the Year Human Rights Award 2008 was presented to the Highland team by Mayor of London Boris Johnson.

NHS Highland’s Senior Health Promotion Specialist Lorraine Mann said: “Winning this award is marvellous: it gives us more drive and commitment and shows just how important this group of adults is. We are now able to support and focus on these relations; Love is... cuts right to the heart of who we are.”

Service user Lynn-Marie Bain said: “This award



Above: Christine Fletcher (People First), Christine Gow (Highland Council), Boris Johnson (Mayor of London), Lynn-Marie Bain (service user), Lorraine Mann (NHS Highland).

means so much to us because the project is so good. Being involved in the whole thing has been amazing. I was so excited I phoned my mum, dad and my partner because we were so chuffed to win.”

NHS Highland’s Director of Community Care Jan Baird said: This has been an excellent project that has given a meaningful voice to service users in the planning and delivery of training. I’m delighted to see the efforts of everyone who has worked on Love is... rewarded in this way.”

## Building Better Healthcare Awards

Congratulations to all those associated with Fort William Health Centre for making it to the finals of the Building Better Healthcare Awards, which were held in London last month.

Nominated in two categories, ‘Best Project Team’ and ‘Best Primary Care Design’, highlighting this groundbreaking development which has given us a high quality building using sustainable materials.

Well done to all involved!

## Linda Kirkland takes on new 'transformation' role

Raigmore Hospital's Medical Directorate General Manager Linda Kirkland jokes that she won't be changing in telephone boxes as part of her new role as Business Transformation Manager. Linda is taking on the one year secondment to take the "helicopter view" of the work required to meet our service improvement programmes whilst achieving our savings plan.. She's looking at what we can do differently and what we can stop doing so we can bring down our costs without impacting adversely on patient care. She's also quick to point out that she won't be doing this alone and in Lord Kitchener fashion states that your health board needs you.

"This isn't a one-woman crusade. It's not about me or the Chief Executive or Chief Operating Officer. It's about all of us taking the responsibility and putting forward ideas for how we can work smarter and get more out of our existing resources and then taking the action. I think the message is getting out there but it's patchy and I don't think it's quite sunk in yet that we're about to witness some of the most significant change in the history of the NHS. As far as patients are concerned services should improve, with fewer unnecessary appointments, shorter waiting times and more of their care delivered closer to home."

Among the pressures facing us at the moment is the shift from the current waiting times targets which are measured in stages to a single target of 18 weeks from the date the GP referral is received in a consultant-led service to the date treatment starts (18weeks RTT). There's also the Long Term Conditions Programme, the Mental Health Collaborative and the Scottish Patient Safety Programme to name just some of the major pieces of work that are ongoing.

Linda said: "It's going to be my job to try to see the big picture and pull them all together. I'm looking to release money that's not delivering for patients. We need to find £17 million pounds in the next twelve months and until we find it we aren't going to be able to develop the new services we want to and patients expect. We know we are not going to see the budget increases that we've become use to in recent years so unless we change to introduce a new service would mean having to stop something we currently do. To avoid that we have to work differently and free up the staff time and financial resources needed to add new services."

Linda's Medical Directorate have seized the moment with the use of an intranet discussion forum where ideas for cost savings can be shared. They range from simple suggestions we can all take on like switching off lights and printing double sided to reviewing the use of traditional post for medical correspondence.

"It's not the managers who have all the answers so we all need to encourage our staff to point out where they're being asked to work in a way that just doesn't make sense any more. For example we're now looking at ensuring all correspondence between hospital consultants and GPs is done on email which will speed up care for patients and reduce our costs for paper and postage. It'll also free up staff time. That idea came from the "shop floor" who told me that GPs scan all the hospital letters when they get the paper copy. by post."

A first step for the new Business Transformation Manager will be to gather ideas and explore them. The intranet discussion forum will be extended to cover the whole of NHS Highland but not everyone has access to the intranet so Linda will be developing a network of contacts across the organisation to help feed in ideas and she's promising feedback. "If I get a suggestion I'll look into it and I'll make sure people know what we're picking up and if we're not doing something why we're not doing it."

As for the future Linda is in no doubt that this is a short term post. "One of the aims of this job is to make the post irrelevant in the space of a year. Constantly looking at being more efficient has to become part of our core business so the lessons we learn in the next twelve months have to last."

### *Background*

*Linda Kirkland has been Directorate General Manager for Medical for three and a half years. She joined the NHS in 2003 as Cancer Network Manager.*



## Agenda for Change Update

### Assimilation

Work is very nearly complete on assimilation, with 76% of Argyll & Bute staff and 98% of staff elsewhere in NHS Highland now being paid on AfC Bands. There are 557 staff in Argyll & Bute still on Whitley (397 Bank and 160 substantive) and 187 in the rest of NHS Highland (102 Bank and 87 substantive). In both cases, there are staff whose assimilation is being delayed only because a review is outstanding against that post and it makes sense to wait until the final outcome is known.

### Arrears

There are only a small number of assimilated staff still awaiting arrears – 5 for Argyll & Bute and 46 for the rest of NHS Highland. This work is ongoing within the Pay Unit and will be complete as soon as possible. It slows things down considerably when staff phone with detailed enquiries as to why they have not yet received their arrears, and it would be appreciated if this could be kept to a minimum.

### Reviews

Work continues on reviews, with a further batch of outcome letters going to staff in early December. We are planning to complete as many reviews as possible by the end of March, but we

need your help to get there:

Please **do** phone (01463 706330) if you're not sure whether we have your data;

Please **don't** phone to ask what stage the review is at – they will all be looked at, and dealing with these calls slows down other work;

Please **do** ensure you have provided all your evidence and have advised us that your review is ready to be heard. We are still waiting to hear from about 360 staff that they are ready for us to proceed – and that is about 40% of outstanding review requests.

### New and Significantly Changed Posts

Managers should be already submitting these electronically to [elisabeth.jackson@haht.scot.nhs.uk](mailto:elisabeth.jackson@haht.scot.nhs.uk) using forms JC3 (for new posts) and JC4 (for significantly changed posts). Both these forms are on the AfC Page of the Intranet. Please note that the forms have been slightly redesigned to ensure that all jobs sent to us for matching are sanctioned by a Service Director, a Directorate General Manager, a Locality Manager or a manager in a comparably senior position. This is to ensure that the appropriate vacancy monitoring steps have been taken and the CHP or Directorate management team is aware that the job has been put forward for matching.

## Knowledge & Skills Framework (KSF) Update

The development of KSF Outlines, or phase 1 of KSF Implementation, is drawing to a close. Many areas have this complete and others are rapidly moving towards this. Whilst work continues at a slower pace in a few remaining locations, there is widespread understanding of this phase needing completion prior to moving on with phase 2 – the Personal Development Planning (PDP) for staff.

PDPs identify what you need as a staff member within NHS Highland require in terms of Training and other support in order to do your job effectively. There is a national target that we must meet and this is to have every staff member with a PDP by end of March 2009. We are at 14% at present and the numbers increase every day. This is important to everyone as Training will not be provided in future for those staff without a current PDP in place after March. This

is consistent with the approach taken with applications for endowments and seeks to provide consistency. Additional support in understanding PDPs and how this can be carried out is in place and the first point of contact is

[Paul.Simmons@hpct.scot.nhs.uk](mailto:Paul.Simmons@hpct.scot.nhs.uk)

e-KSF pulls all the understanding of KSF together electronically in a truly national and consistent way. This last phase of KSF implementation requires training and a schedule is available via the intranet. The KSF Team are working geographically to ensure staff are electronically matched to the appropriate KSF Outline – saving staff and managers a great deal of time in the weeks and months ahead.

**Gordon MacDonald**  
KSF Project Manager

## Boosting health and happiness at work

If you fancy taking some of the stress out of your working day then be creative and think about getting involved in Healthy Working Lives. It's not about smiling or force feeding yourself vegetables whilst resisting negative thoughts; it's about easing the pressures of your day to day job by making you healthier, feel better and therefore perform better in the workplace.

Any cynical readers might now be thinking that this is just a way for employers to reduce sickness absence, control insurance costs and help make you work harder; this is obviously part of it but if you get so much out of it for you then it's hardly a solid reason to dismiss the idea.

Healthy Working Lives is not just for the NHS. It's for any organisation that wants to improve how it performs by improving how its workforce performs. First ScotRail has signed up to it and has successfully introduced staff to basketball and netball tournaments, encourage staff to switch chips for sandwiches and yoghurts, and brought in a massage therapist to ease away more tension. John Lewis in Edinburgh subsidises some sporting memberships, brings in podiatrists, physiotherapists and aromatherapists and organises regular health and fitness checks.

So what can you do? You can suggest whatever

you think will encourage you and your colleagues (happy, healthy colleagues are good for you!) to change your lifestyle in a small way that will bring long term benefits.

If you find yourself wishing the week away until you reach your days off then it's up to you to make a change. Chat to your colleagues to see what might make a difference, talk to your boss or email your suggestions to [nshighland.hwl@nhs.net](mailto:nshighland.hwl@nhs.net) for consideration

Hospitals in Argyll and Bute have held so many activities we can't mention them all but at Mid Argyll Hospital a healthy working lives launch day involved a few stalls offering massage, information on stopping smoking, information about mouth cancer (giving out free toothbrushes), and a stall explaining how much fat is in your food. Dunoon Hospital held a stress awareness day offering acupressure massage and reiki. Lorn and Isles District General Hospital staged a decorated bra contest to raise awareness about breast cancer. At Islay Hospital they raised funds for breast cancer care through a 'wear it pink' day and they have arranged subsidised membership at a local Leisure Centre for NHS staff (30 staff have taken up the offer so far).

Check out [www.healthyworkinglives.com](http://www.healthyworkinglives.com) for more information.

## Hospital Staff Promote Healthy Living



An enthusiastic team of staff at the County Community Hospital in Invergordon have launched two new initiatives that will help ensure a healthy environment

for staff and patients and encourage them to adopt healthier lifestyles.

The team volunteered to find ways to implement the Scottish Government's Healthy Working Lives (HWL) and Health Promoting Health Service (HPHS) initiatives at their establishment.

And NHS Highland chairman Garry Coutts attended the Easter Ross hospital on Tuesday December 2 to meet the staff involved and learn more about the projects.

Displays at the launch provided information on a variety of subjects, including smoking cessation and health and nutrition.

The nutritional aspect involves providing healthy options in the staff canteen and protected meal times for patients, which means that no visitors will be present and a member of staff will provide any assistance they need to eat their meals.

Staff were also offered five minute health checks and the chance to attend taster sessions on complimentary therapies related to stress reduction.

Mr Coutts said he it was great to see local health staff taking the lead in these initiatives.

Public Health Practitioner in Mid Highland, Susan Russel, explained that HWL looked largely at the health of staff and HPHS was concerned with the health of patients, staff and the surrounding

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community.

She said: "These initiatives are being run by the staff for the staff and patients."

Ms Russel explained that the aims of the HWL scheme were to increase staff access to services for occupational health, health improvement and health and safety, to reduce sickness absence rates and to improve productivity.

As part of the launch, all staff were issued with copies of an anonymous questionnaire and it is hoped that the hospital will achieve the HWL bronze award by the end of March next year.

Ms Russel added that the thinking behind HPHS is that every healthcare contact is a health improvement opportunity.

Jan Dargie, who is a receptionist at the Invergordon hospital, said she was very interested in healthy living and had enjoyed being involved in the initiatives.

She said: "It's nice to feel that I can do more than just my job and to feel that I'm making a difference.

"I've really enjoyed knowing what's going on and seeing improvements being made."

## Taking the HEAT out the targets

HEAT targets and a series of other acronyms fill the room at almost every meeting across NHS Highland but they might be viewed by some as a potential minefield of misunderstanding and confusion. The terms are so commonly used that there are probably a lot of people who feel it too ridiculous to ask what they mean at this stage.

So, what does HEAT stand for? Health Improvement, Efficiency, Access and Treatment. See below for a more detailed explanation.

HEAT targets are a core set of objectives, targets and measures for the NHS. They are set by the Scottish Government each year. Progress is measured regularly. The achievements of each NHS Board is scrutinised during its annual review with the Cabinet Secretary.

HEAT targets focus NHS boards on delivering better and more appropriate care for patients. They are designed to challenge boards to improve their performance. Each board will try to achieve their target in a way that best suits the dynamics of the area they serve.

Every single employee of NHS Highland contributes to the efforts to achieve the targets. At NHSH we use a balanced scorecard to measure the success of our efforts; this is recognised as the red, amber and green colour coding used on documents. Red highlights more work to be done, amber is work in progress, and green indicates that the target has been achieved or is on track to succeed. How we progress towards success is laid out in our Local Delivery Plan (LDP).

The HEAT targets cover topics such as: heart disease, oral health, child healthy weight, alcohol, suicide prevention, smoking cessation and breastfeeding. The Government has detailed

requirements such as reducing mortality from coronary heart disease among the under 75s in deprived areas, supporting 8% of NHSH's smoking population in successfully quitting, increasing the proportion of new-born children exclusively breastfed at 6-8 weeks and alcohol interventions.

It's also useful to know that the HEAT targets are part of what's known as a Single Outcome Agreement (SOA). The SOA is essentially a joint plan to improve public services. It lays down the joint commitments made by the council and several other community planners (including NHSH).

The outcomes within the SOA include 15 national aims that were agreed between Scottish Government and COSLA. If you're still unsure of what a HEAT target is or how your job contributes to the overall efforts ask your supervisor or manager to tell you more or seek out further information because everyone has a part to play.

### HEAT

- **Health Improvement:** improving life expectancy and healthy life expectancy;
- **Efficiency and Governance Improvements:** continually improve the efficiency and effectiveness of the NHS;
- **Access to Services:** recognising patients' need for quicker and easier use of NHS services;
- **Treatment Appropriate to Individuals:** ensure patients receive high quality services that meet their needs.

## No pipe dream for smokers

A new buddy system to help people stop smoking is being hailed a success in Kingussie.

Around 15 smokers who want to kick the habit met up with newly reformed smokers for a mini awards ceremony last month. Health checks were carried out with a few individuals referred to their GP practice for further support.

Smoking Cessation Adviser Margaret Garner showed visuals and models of the damage that smoking causes the body. She said: "We were pleased to see that we had a good mix of age groups on the day which shows that the health message really is widespread. We had a couple of teenagers who've been smoking for some time and now really want to stop. It's brilliant to see them desire a healthier lifestyle."

"We offer a very non judgmental service. We are here to help you by offering support, not criticism. Some of the younger smokers who came along have seen members of their family suffer as a result of smoking and they're determined not to put themselves in the same situation."

Health Improvement Nurse Jean MacLeod was testing cholesterol, blood pressure, body composition She said: "We are keen to get everyone who wants to stop smoking on the programme as soon as possible but we also recognise that preparation to stop is important and a significant stage because if you prepare yourself to quit smoking you are much more likely to succeed, so we'd suggest while they are still

smoking that they ask themselves a few key questions like 'Why do I want to smoke? What do I think is good about smoking? Why do I want to quit? What would be the good things about quitting? What could I buy with the money I save?'"

Sixty-two year old James Stewart from Boat of Garten had his right leg amputated below the knee. He has diabetes and other complications that are made worse by smoking. He said: "If you want to quit you have to get your mind straight before you try to stop. I only realised after I gave up how often I reached for the cigarettes; I would regularly only smoke half or three-quarters of a cigarette because I'd have lit it before I realised.

"My family are over the moon that I've quit. I've bought a computer with the money that I've saved. I can breathe better, I feel much happier because we're saving money and no-one is nagging at me to quit. My clothes don't smell of stale smoke. I didn't realise how much time I was wasting before either; now I've got enough time to read if I want.

Margaret Garner concluded: "The Kingussie awards were a good way to talk to people in a relaxed and informal environment where they didn't feel under pressure or intimidated by a clinical setting. It is an excellent way of getting more in touch with the local community. The service relies on referrals from GP's and Practice nurses and their input has been invaluable"

If you live in Badenoch and Strathspey and want to stop smoking call Margaret Garner on 01667 493 610. To find a smoking cessation clinic in another area of the Highlands call 0845 757 3077.

## Exam success might lead to new clinic

Two NHS Highland infant feeding advisers are hoping to set up a new clinic now that they've achieved a much sought after qualification.

Janet Kellock and Karen Mackay are now International Board Certified Lactation Consultants and are keen to put their skills to good use at Raigmore Hospital.

The International Lactation Consultant Association is the professional organisation for lactation consultants and other healthcare professionals who care for breastfeeding families.

Karen said: "It's a really tough exam and as far as I know there are only another four people across NHS who have this qualification. It will hopefully mean that we can streamline what we do a bit

more and give targeted advice.

"More and more women are approaching us looking for help with breastfeeding and it's now reached the point where we need to offer something

more structured. We have a huge caseload and have already trained 37 breastfeeding advisers throughout Highland and are training another 12 in December; in May 2007 there were only 7 in total.

"Our day to day job has proven that there is often enough demand for a new clinic which would



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mean that we could deal with issues such as tongue-tie; parents previously used to have to travel outwith the area for treatment. We would be able to offer advice on a range of issues including reduced milk supply, breast refusal and mastitis.

“Ideally if we can organise this clinic it would deal with complex problems and allow breastfeeding women the chance to meet others to share their experiences. We’re already doing some drop-in clinics and there is a huge need for this.”

“The exam studying was an intense process that really forced us to think as laterally as we can. The questions weren’t just about issues that we would have experience of. It was an international exam which made us think about practices and resources worldwide, not just in the UK or the

Highlands. It was a very challenging process that hopefully will now lead to a clinic to meet the needs of breastfeeding families.”

Janet added: “Hopefully we will now be able to support both mothers and health professionals to breastfeed, or help mothers who do breast feed to do so for longer. Many mums give up due to lack of support or advice. With our new network of breastfeeding trainers and with our proposed new found role we can help mothers to breastfeed for as long as they wish therefore receiving all the health benefits for her and her baby.”

Plans for the clinic at Raigmore are still in the very early planning stages but if you have any suggestions or comments to make to Janet or Karen please call them on 01463 704374.

## Childsmile launches in Highland



Above: Childsmile launch in Thurso

An exciting new oral health improvement programme – Childsmile – has been launched in Caithness and the Merkinch and Dalneigh areas of Inverness by NHS Highland. Parents of

every newborn child within these areas will be offered the chance of joining the Childsmile programme and receive additional help and support on the way to looking after the health of their baby’s teeth. Older brothers and sisters (born after 1<sup>st</sup> January 2005) can also join the programme.

Families will be offered the chance of a home visit when their baby is three months old to discuss the benefits of the Childsmile programme, these include:

- Ongoing preventative support for keeping your child’s teeth healthy
- Registration with local NHS dentists for your child, and
- Additional toothbrushes, toothpaste and free-slow drinking cups for your child.



Above: Childsmile launch in Merkinch Primary

David Babb, Childsmile Programme Coordinator, added: “Oral Health Support Workers will work closely with families and health visiting teams to offer appropriate levels of support for families to attend dental appointments and we plan to take our service out to far lying areas in the new NHS Highland Childsmile van which you will soon see out and about.”

Childsmile launch events were held in Wick and Thurso baby clinics, and at Merkinch Primary School in November.

## National Stress Awareness Day

As part of National Stress Awareness Day local Community Health Nurses in Helensburgh were on call at a public information stand in the foyer of the Co-operative store in the town to raise awareness of the causes of stress and give advice on healthy lifestyles.

Linda Skrastin, NHS Highland Community Health Nurse, said: “National Stress Awareness Day was created to raise awareness of stress, the causes of stress and how to manage it. Stress affects people of all ages and from all walks of life. In fact one in five people in Scotland has a problem with stress at any given time and that figure is reflected around the world.

“We were really pleased by the number of people who stopped at our stand today and took the time to talk to local health professionals about stress and adopting healthy lifestyles.”

## Keeping Childbirth Natural and Dynamic

A new programme has been brought into action across Scotland to help simplify the process of pregnancy and childbirth ensuring that care is provided from the right professional at all times.

The Keeping Childbirth Natural and Dynamic (KCND) system promotes having a baby as a normal life event which should support women to have a natural birth without unnecessary intervention, regardless of choice of birth setting.

It wants to encourage women to have informed choices, remove the 'fear factor', and to feel confident about giving birth.

Each NHS Board in Scotland has been appointed a KCND specialist, in Highland it's Fort William based Consultant Midwife Sarah McLeod.

She said: "an important role of a midwife role is about demystifying childbirth. It's a natural process that people still get anxious about, often this is because they don't have all the information that they need, too much information in some cases from a variety of sources, or because they feel as though they are seeing so many different health professionals they're not sure who to direct questions to. Within NHS Highland a great deal of KCND is already happening and I see my role as further embedding the excellent practice already in existence and involving women more in issues (around choice in particular).

"For midwives this will mean using specific criteria in the form of pathways to establish if a woman is high, medium or low risk pregnancy in terms of their own health, and whether or not they are likely to need extra monitoring or care. The care they need will then be tailored to meet these needs and will be reviewed throughout the pregnancy. If a woman is completely low risk she will be cared for entirely by a named midwife, should she need support from obstetric or medical colleagues the midwife responsible for care will ensure that appropriate referral takes place or in some case, will happen at the outset if a woman is considered to be a higher risk (for example diabetic). However, even if women are high risk this does not mean her birth experience cannot be made as natural as possible. Her GP will be kept informed of progress regarding the pregnancy either by a midwife or obstetrician' Her GP will still have responsibility for any problems outwith pregnancy.

"KCND supports the midwife as the first point of professional contact who will make the initial risk

assessment based on national criteria, then plan the best way forward with the mum to be.

"Pregnancy can be an incredibly empowering

time and it's crucial that we support and encourage women and their partners to take an active role in how they are supported and cared for during this crucial time in their lives. We will encourage all women to tell us if they have a preference in terms of care and where they give birth."

"I've been a midwife for 25 years and I still appreciate just how precious every birth is. First time parents can be anxious and unsure what to expect. We are here to help them through their apprehension and deliver their baby into the world. It is always a magical moment and an enormous privilege when you see mum, dad and baby together for the first time."

If you require more information about KCND Sarah McLeod can be emailed at [sarah.mcleod2@nhs.net](mailto:sarah.mcleod2@nhs.net) or call her on 01397 709872.



Above: Mum to be Marie Gilbert talks to Sarah Macleod

### NHS Mail

NHSmail is changing from 8pm on Friday 9th January, NHS Highland will move to a new service based on Microsoft Outlook Web Access 2007 (OWA). This will provide you with a better email service with many new features and will also make using the web version virtually identical to using Outlook front end. This will only affect staff who currently use NHSmail.

It is very important that you read the communications sent out to you as there are things you need to do before the move.

For those staff who have yet to be migrated to NHSmail, separate communications will be sent out to you sometime in January.

For up to date information, please visit the NHSmail website on the Intranet.

## Linear Accelerator Update

NHS Highland's project to build two new Linear Accelerator bunkers and upgrade the Oncology Department started back in January this year and work is progressing well with the first bunker nearing completion ready for delivery of the first Linear Accelerator in mid January 2009.

A lot of work has gone on during the last year including the previous Medical Physics Mechanical Workshop being demolished and a replacement built, new office accommodation for radiotherapy staff has been completed and various other changes within the department are well under way.

NHS Highland's Project Manager John Bogle said: "This has not been an easy project; we are carrying out major construction works adjacent to and within operational departments. We have had to cope with asbestos removal and radiation protection issues while trying to minimise disturbance to staff and patients. Unavoidably with any large project such as this there is mess and sound annoyance for those nearby but we would like to thank all the patients and staff from areas surrounding the works for their co-operation and understanding."

NHS Highland employed Robertson Highland as the principal contractor for the construction of the new Linear Accelerator Chambers and Oncology refurbishment and they have registered the construction works with the Considerate Constructors Scheme. This involves independent audits which look at consideration; environment; cleanliness; being a good neighbour; respectful; safe; responsible; and accountable. Two audits have so far been done and both received 36.5 out of 40.

Raymond More, Managing Director of Roberston Highland, said: "We are delighted to be involved in the Linac and Oncology project which will be a tremendous asset for Raigmore Hospital, Inverness and the Highlands.

"The excellent scores achieved is down to the hard work of Mike Turner, Robertson Highland's Project Manager, and his team together with the spirit of shared goals and objectives that we have developed with our Client and the Designers.

"We all look forward to the scanners being operational and to continue delivering the project with the minimum of disruption to the hospital departments involved in the process."

John added: "Robertson Highland has established an excellent working relationship with staff from the affected



*Above: John Bogle, NHS Project Manager with Mike Turner, Robertson's Project Manager*

departments and I am delighted that this has been recognised in the very high score they achieved from the Considerate Contractors' audit."

After the Linear Accelerator is delivered in mid January there will be an installation period followed by an extensive testing period. Only when staff are fully satisfied with the new machine will the older of the present two Linear Accelerators be decommissioned and the room housing it converted to accommodate a CT Simulator.

The present works to upgrade the Oncology Department should be finished by the end of March 2009 and the contractor will then have a period off site while a second Linear Accelerator is purchased. They will return to site around September 2009 to complete the fit out of the second chamber to the specific requirements of the second machine.

### Raigmore Hospital Celebrating 60 years

To celebrate 60 years of the NHS, Raigmore Hospital has put together a book containing a collection of photos taken in the summer of 2008 celebrating the people who work together as a team in Raigmore Hospital to care for the patients in Highland.

Copies of the book to mark the 60th Anniversary of the NHS are currently being printed, with all proceeds going to the Raigmore Hospital Endowment Fund. If you would like to pre-order your copy of the book for the extremely reasonable donation of £3 per book please contact Lynn Lawrence, Management Corridor, Raigmore Hospital on ext. 5152.

Pre-orders need to be in by the 15th December. The book will also be available in the Blue Dolphin Restaurant at Raigmore Hospital during lunchtime up until the 24th December.

## Car Parking arrangements - Raigmore Hospital

In accordance with National policy staff are advised that with effect from 31 December 2008 car park charges will be removed. As a result the following **interim arrangements** will be put in place until 31 March 2009. During the spring we will monitor usage between staff, patients, visitors and others in light of the removal of charges. Our intention will be to create two separate areas: one for staff and one for patients and visitors.

**With effect from 31 December the following arrangements will be in place:**

### 1. Staff Parking

Staff will be directed to use the 640 spaces at the rear of the main car park. Staff must display a car park permit in order to use this area. Staff may also continue to use the temporary spaces in front of the Maternity Unit and spaces at the rear of the hospital until further notice.

Permits will only be issued to staff who currently have a fob. Staff should keep their fobs for the time being.

**The Application Form can be downloaded from the Intranet –**

NHS Highland Home Page - Organisation – Facilities Management – Hotel Services (Raigmore Hospital) – Library – Staff Car Park Permit Application Form (Raigmore Hospital) file.

Staff must note that there will be a £2 charge to cover the admin costs for any **replacement** permit.

**New entrants** should also complete the application form to apply for both the permit and fob which require to be used from 1 April onwards.

### 2. Patients, Visitors and Others

Patients and Visitors will initially be directed to use the 190 spaces (excluding the 45 spaces for disabled users) at the front of the main car park. Security staff will be based at the main entrance to the car park from 8am until 3pm Monday to Friday, to ensure that genuine users are accessing this area. Where necessary they will direct drivers to the empty spaces in either of the two areas.

Please look out for further information on car parking in early 2009.

## Planning a change to service delivery?

A new 'how to' guide has been created to help you include the ideas and opinions of patients, carers, staff and other stakeholders in changes to service delivery.

The Communications and Engagement Guide is intended to help you consider who you should be talking to, what you should discuss, when you should initiate discussion, and how to get the benefits of the effort you put into communications. If it's a major service delivery you are advised to seek advice from your manager and then Head of Public Engagement Gill Keel (01463 704775).

The easy to read document is full of top tips and hints to get the best out of your research and forward planning. It explains the main principles behind communications in change management: awareness, understanding, involvement, acceptance and implementation.

If you're considering making a change to service delivery it's a must-read document to help get you started.

The guide is available on the Well Informed page on the intranet.



## NICHE Programme

Congratulations to the Nursing Auxiliaries from the RNI Community Hospital (Wards 1 and 2) who have successfully completed the National Incremental Competencies in Healthcare Education (NICHE) Programme.

Left: (l-r) Carol Shields, Jenni Taylor, Sheila Pirie, and Anne Woolley

## Expenses

NHS Scotland is moving towards a new system for processing staff travel expenses and indeed two pathfinder Boards have commenced using the system in earnest for processing claims. This is a national Shared Support Service Programme which has developed an easy-to-use web expenses system for employees to compile and submit their expenses claims for authorisation and payment, via the intranet.

NHS Highland employees submit 22,000 expenses claims each year for travel on official NHS business. This involves time for claimants calculating, filling in and posting paper forms, Payroll Services staff keying information into our payroll system, and it represents a vast amount of paper.

NHS Highland is scheduled to move over to the new system for claims covering May 2009, payable June 2009. Further updates will be posted in future editions of Team Update.

However as part of this transition it is critical that employees check and ensure that their home address is correctly recorded.

Can I please ask that all employees check the home address recorded on your payslip and notify Payroll Services of any changes necessary, even minor typos please.

**Brian Houston**  
Payroll Manager

## Peru Trip

Dr Anne Berrich, who is based in the Victoria Hospital on Rothesay, travelled to Peru recently. Here she tells of her trip...

I travelled to Peru in November as part of a team of eight health professionals. We spent a week on the Amazon Hope ship working to deliver medical care to remote village communities on the Ucayali River one of the Amazon tributaries.

After arriving in Lima we flew over the Andes to Iquitos the jungle capital of Peru. From there we travelled by bus to Nauta on the Amazon where we boarded the ship. We then travelled a day and a half (about 400 miles) before we reached our destination and started our work. We then travelled slowly back downstream visiting different villages along the way. Everyone who comes on board receives anti-worming medication. The people drink the river water which causes significant problems with parasitic infestations and diarrhoeal illnesses such as dysentery. These

then lead to failure to thrive in the children and anaemia. Eye problems e.g. cataracts are common.

Other problems encountered are skin infections and also many of the chronic health problems such as asthma, diabetes and high blood pressure which we see in the UK. In all we saw over 1,000 patients in the 7 day period we worked. Hopefully with the ship visiting each village roughly every 3 months a real difference can be made to the health of these people. It was a wonderful trip and such a privilege to be able to visit such a remote part of the world and experience a different culture.

The Vine Trust is the Scottish charity which organises these trips and medical teams travel out every month.



*Above: Dr Anne Berrich, 2nd from the right*

## Keep in touch!

The Highland Formulary and The Pink One prescribing newsletter (now incorporating Formulary Update) are distributed to staff across Highland and Argyll & Bute from a mailing list of approximately 2500 names. We appreciate when staff contact us with changes of address and new colleagues' details as this helps us to keep the list up-to-date. If your address has changed recently

or if you no longer wish to receive your copy of The Pink One or the Highland Formulary please contact Roberta Kerr, Formulary Assistant, on 01463 706806 or [roberta.kerr@haht.scot.nhs.uk](mailto:roberta.kerr@haht.scot.nhs.uk).

Our bi-monthly mailing has now become very large and we are encouraging readers to sign up for electronic copies of The Pink One. If you would like to help us save paper by receiving an electronic version please call or email Roberta.

## New project provides end of life support

NHS Highland's Just in Case project, which involves anticipatory prescribing for palliative care and end of life patients, has been highlighted as an example of good practice by the Scottish Government.

Medicines can now be prescribed for such patients living in the areas covered by the Mid, North and South East Community Health Partnerships (CHPs) and kept at their homes just in case they are needed.

Palliative and Community Care Pharmacist Alison MacRobbie said: "Healthcare staff assess the patient's needs and think ahead about the type of symptoms they are likely to develop in the near future.

"They will then consider whether it would help to have the relevant medication at the patient's home in case their condition changes.

"This means the patient can be treated more quickly and more easily, which reduces anxiety for the patient, their family and carers. It also saves time for the healthcare professionals as they don't have to track down medicines during the out of hours period."

She explained that Macmillan Nurses and a wide range of community nursing staff have now trained 150 professionals. This includes GPs, Marie Curie nurses, care home staff and community pharmacists who can all pass on their knowledge.

The Scottish Government insists that all patients and carers dealing with palliative and end of life

needs are supported fully, with the development of up to date care plans, and that they are involved in decisions about their care.

Mrs MacRobbie said this depends on effective coordination across specialities, care settings and sectors, all of which is supported by the Anticipatory Care – Just in Case Project.

She said: "The communication of the needs of patients, carers and their families across many healthcare systems is a foundation principle of the project."

And the project has been held up as an example of good practice in "Living and Dying Well" - the Scottish Government's action plan for palliative and end of life care in Scotland.

New community documentation has been introduced to make the project possible.

This consists of an updated version of the Community Nurse Medicines Stock Record and the new Syringe Pump Kardex, which came into use on December 1.

The long stay hospital kardex has also been introduced into the community setting to ensure that community nursing staff have access to the same prescribing records as their hospital colleagues.

For further information contact the Highland Hospice, the Macmillan Nursing Team in your area or Alison MacRobbie Palliative and Community Care Pharmacist (01463 706829).

## National Pathology Week

National Pathology Week took place from 3-9<sup>th</sup> November 2008. This was the first time a week has been dedicated to promoting the role of pathology in the United Kingdom and was a great success.

Throughout National Pathology Week there was a range of events in hospitals, schools or shopping centres, which included talks, lectures, exhibition boards, hands on microscope activities, workshops and guided tours of laboratories to name just a few.

At Raigmore there was a poster display in the main entrance to the hospital offering leaflets about career opportunities in Pathology and information

about the IBMS. The display also featured a specimen journey from a patient presenting at their GP with a suspicious skin lesion to diagnosis by the pathologist of malignant melanoma.



Judging by the comments received the display was well visited both by staff and members of the public.

It is hoped that National Pathology Week will be held either every year or every two years. For more information on Careers in Pathology visit [www.nationalpathologyweek.org](http://www.nationalpathologyweek.org)

## NHS Highland ULR Learning Event

Organised by NHS Highland's Learning Partnership Steering Group, a "Learning can be fun" day was arranged at Ross County Football Club, Dingwall for ULRs across NHS Highland.

In line with NHS Highland's Lifelong Learning Partnership Agreement, this well attended cross Union event, including reps from NHS Highland's Learning & Development Team, had ULRs attending from across the organisation.

Following a welcome by Judith McKelvie, NHS Highland's Learning & Development Manager, the day started when our first speaker, Rhoda Grant, MSP, who gave a talk on Lifelong Learning and the Scottish Government, with particular emphasis on remote & rural areas, which was followed by a fairly healthy question & answer session.

A well received quiz followed coffee, before Sue Mitchell & Sheila Maher from the Inverness Office of the Workers Education Alliance (WEA) ([Inverness@wea.scotland.org](mailto:Inverness@wea.scotland.org)) gave a talk on "Person Centred Learning".

Our final speaker, John Boland from NHS Tayside's Lifelong Learning Group, gave insight into the working of NHS Tayside's Lifelong Learning Partnership and how they introduced their Lifelong Learning Survey, which has given direction to their Union Learning Programme.

After lunch, Michelle Williams from NHS Highland's Learning & Development Team read a pre-prepared text then questioned delegates on its

contents, the object being to avoid making assumptions.

Scores were remarkably low, most delegates achieving less than 50%, indicating the need to learn to listen more effectively!

There then followed the main workshops of the day where pre-prepared scenarios, covering topics such as ESOL, dyslexia, Personal Development Planning & Review (PDP&R) & access to learning in remote & rural areas, were distributed among the groups – the question being how can we, as ULRs, assist in these matters.

Our final session was a discussion on NHS Highland ULRs and how we wish to proceed to achieve our objectives. This has already driven change and much of our future planning will be based on the outcomes of our learning survey, which will shortly be available to all staff.

So far, feedback from the day has been positive with particular reference being made to the light hearted approach to the event making it a more enjoyable learning experience. Requests have already been made for future events to include Employment Law & Tools for ULRs to audit the effectiveness of learning programmes.

Our thanks must go to all who contributed to the day and to Ross County Football Club for their excellent catering and efficient service.



## Ordering & Supply of Medical Consumables

### **NHS Scotland - National Distribution Centre**

Many of you will be aware already of the initiative to establish a national distribution centre which will supply all of Scotland's Health Boards with a range of common use items, result in savings and improve ward storage.

Implementation of the new system has been on a phased basis and work in Highland to transfer to the new system is at an advanced stage with a provisional go-live date of mid-January 2009.

The impact of the new system will initially, be on the ordering and supply of medical and surgical sundries and consumables within Raigmore Hospital where a system of ward product management is being implemented which will

improve ordering systems and widen the range of items available to order.

As wards and departments move onto the new system, training and information will be provided, including how to order, when you can expect delivery of your order, what items are available and what to do if things go wrong.

Some staff are already involved in the implementation process and as your area is due to receive the new service, staff from the supplies department will contact you to initiate the necessary actions to transfer to the new system. There will also be communication and consultation on the new systems and sessions will be organised throughout the board to allow staff to receive further information and ask questions.

## Hospital Food Day, New Craigs - An Update

Earlier this year, a "Hospital Food Day" was organised by the Nutrition and Dietetic Department, New Craigs and Highland Health Board Facilities Management. The aim of the day was to have representation of all the relevant people, in one place at one time, to increase everyone's understanding of the catering contract, food standards which require to be met, what the staff feel about food provision and what it's like being a patient receiving food in New Craigs. It was also an opportunity to identify some key areas for improvement and set targets with vision and humour!

Speakers on the day included the NHS Facilities Support Manager responsible for New Craigs; Robertsons Facilities Management Contract Manager; Professional Head of Service for Nutrition and Dietetics, NHS Highland; Dietitian from New Craigs; Lead Nurse from New Craigs; and patient representation. The afternoon was devoted to workshops discussing three key aspects of catering on site: Patient Catering, Staff Catering/Café and Nutritional Standards.

The event was attended by a broad range of staff and patient representatives from Adult Mental Health, Older Adults and Learning Disabilities. The feedback from the day itself was extremely positive with 93% of attendees saying they had learned something; all said the day either completely or mostly captured the areas they felt needed addressed and 93% said they would like to see a similar event repeated next year.

### So what has happened since then?

Three coincidental occurrences have been the appointment of a specific catering manager for the site; publication of "Food In Hospitals. The National Catering And Nutrition Specification" document; and registration for the Healthy Living Award by all NHS hospitals.

The food provision areas where progress has been made include:

- The Burlodge trolleys currently used on site have been under review and samples of an alternate have been trialled. Plated, trayed meals have been considered and ruled out as an option due to the size and location.
- Food hygiene training for all food handlers was organised and food presentation and portioning will be included in this.
- A totally new 4 week menu has been devised and put out for consultation. Once approved for content, the Dietitian along with catering will continue work on redesigning the style of menu to ease ordering and put more information on the menus. More fresh vegetables are being used.
- Nutrition liaison nurses are being sought and four wards have one already. Nutrition white boards for nursing stations are also being looked into to aid communication.
- New Craigs is registered for the Healthy Living Award and awaiting materials to take this forward.

Catering services, various nursing staff and dietetic staff have all contributed to progressing the priorities identified at the Hospital Food Day and work is still ongoing.

## Launch of NHS Highland's Lifelong Learning Survey

To support the implementation of NHS Highland's Lifelong Learning Partnership Agreement, the Steering Group has developed a Learning Survey to identify Staff views and preferences regarding participation in and requirements of Non-Core Learning and Individual Development, the aims of which are;

- To raise awareness of our Lifelong Learning Agreement and the role of the Union Learning Representative (ULR)
- To obtain information of the learning needs of staff, including learning for personal development, i.e. outside of work
- To use this information to identify groups of staff

with a common interest in future learning programmes / activities

Below is the link to our Survey, which should only take 5 minutes to complete.

[http://www.surveymonkey.com/s.aspx?sm=DZ36\\_2fSay\\_2fLnxElpwd4fOBg\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=DZ36_2fSay_2fLnxElpwd4fOBg_3d_3d)

Copies of this Survey can also be obtained from

Karen Doonan, UNISON ULR, NHS Highland, John Dewar Building, Highlander Way, Inverness, IV2 7GE. Tel. 01463 706862

Thank you for taking the time to complete this survey

## Letters to NHS Highland



"We hear so many bad reports about hospitals these days, but I would like to take this opportunity to express our sincere thanks to the staff that dealt with me and my husband recently at Caithness General.

We are expecting our first child and were put forward for an amniocentesis, which you can imagine frightened the life out of us.

The appointment was with Dr Mohammad who explained thoroughly what was involved and was extremely reassuring. When we arrived for our appointment the next day the midwife Fran Smith was also very reassuring and put us at ease. Radiographer, Mary Macleod, was there for the scan and was lovely, I also understand she came in early so I could get done that day, for this I am eternally grateful.

The amnio was carried out and and the staff present made an unbearable situation for me bearable with their comforting manners.

Please could you pass on our thanks for all they did for us that day, Caithness General is very lucky to have three such

professional, caring members of staff."

### A Patient from Castletown

"I am writing to express mine and my family's gratitude for the care my mother received during her stay in Raigmore Hospital. She was admitted with double pneumonia in August and sadly passed away a couple of weeks later.

Despite the fact it was very difficult for us to get to see her, we know that she received great care from all the medical and nursing staff in Raigmore... and we are very grateful for the support we received from all members of the medical, nursing and ancillary team during this difficult time for us.

I hope you will pass our thanks on to the wards concerned as I know that it is only with letters like this that standards of care and morale remain high."

### A Patients Relative from East Sussex

"I just wanted to let you know I was very impressed with the way my son and I were treated when my son was admitted to Caithness General for his appendix.

The nurses were so kind and not only was my son well cared for I was also well looked after - coffee and toast offered on a regular basis, and kept up to date with every part of his care. It made our stay in hospital a lot less daunting than it could have been.

The staff were all lovely and most helpful and I again would like to say thanks."

### A Patients Relative from Milton

"I wished to write to you following my care at Raigmore and Belford. I remember nothing but good things about my hospital stay where I was cared for at IT at both hospitals and Wards 6A and 1A at Raigmore.

All staff I saw were just about the best, which helped my recovery immensely. After experiencing the NHS where I live (who are good) my stay under NHS Highland really highlighted what a positive difference there was. It seems to base itself around the skills and communication of staff and patients: rather than just minimal care. Please keep it this way, as that is what really set it apart as something special."

### A Patient from Stoke on Trent

## Crocus Group Donation

The Crocus bereavement and support group based at Raigmore hospital has received a much needed boost thanks to a big-hearted Nairnshire family.

Pearl Park lost her son Stevie 8 years ago when he was just 16 and has been a member of Crocus ever since. She works at the Moss-side Co-op in Nairn and when she heard that a colleague had won a mountain bike she didn't want they decided to raffle it and donate the cash to Crocus. They also raised some money through a bonus ball promotion.

A cheque for just over £700 was handed over to Crocus Co-ordinator Debbie Gallacher last month.

She said:

"It's wonderful to receive donations like this.

We do have funding in place but we really rely on

these contributions to top us up and help us run more effectively. We are all very grateful to Pearl's family and her work colleagues."



# What's on... December and January



## **What: Managing Violence and Aggression Roadshows**

**Who:** open to all staff

**Why:** Get advice on personal and patient safety, how to de-escalate a situation, assessing risk, lone working, debriefing and reviewing incidents, accessing training and applying physical techniques from training. Each event includes a discussion on improving effectiveness of the NHS zero tolerance policy.

**Where and when:**

10th Dec 11.30—2.30	Belford Hospital Postgraduate Centre
12th Dec 11.30—2.30	Raigmore Hospital Lounge
15th Dec 11.30—2.30	Lawson Memorial Hospital
17th Dec 11.30—2.30	St. Vincents Hospital
19th Dec 11.30—2.30	Caithness General Hospital Conference Room

**Need more?** Debbie Stewart 01463 706884 Deborah.stewart@nhs.net

## **What: Clinical Skills Centre and IT in Dentistry Open Day**

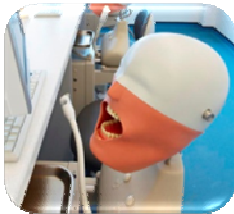
**Who:** Open to all staff and public

**Why:** Come along to see for yourself the fantastic facilities at the Clinical Skills Centre, part of the Centre for Health Science. Take part in demonstrations, workshops, lectures and exhibitions. Meet the phantom heads and other patient simulation technology helping to ensure health professionals in the Highlands are getting the based training. This is one of a series of events to mark the completion of the Phase III of CfHS and is jointly organised by the UHI Millennium Institute School of Oral Health Science, University of Aberdeen, NHS Education for Scotland and NHS Highland

**Where and when:**

20th January 2009 Centre for Health Science

**Need more? Keep an eye on the NHS Highland intranet and [www.nes.scot.nhs.uk/dentistry](http://www.nes.scot.nhs.uk/dentistry) or [www.centreforhealthscience.com](http://www.centreforhealthscience.com) for more information including detailed times.**



## **What: Centre for Health Science Public Open Day and Art Event**

**Who:** Open to all

**Why:** Take a tour of the Centre for Health Science and meet representatives from each of the organisations that make up this unique health facilities which brings care, education, research and development under one roof.

**Where and when:**

20th January 2009 Centre for Health Science

**Need more?** Visit [www.centreforhealthscience.com](http://www.centreforhealthscience.com) to get more information and detailed times.



## **Men's Health Highland**

Series of free talks at Inverness Town House  
Open to all

**Where and when:** 16th January, Inverness Town House, 9.45am

**What: Men and strokes** with Dr Paul Findlay, Nurse Geraldine Ditta and Nurse Linda Campbell.

**Men and Heart Disease** with Dr Stephen Leslie and Nurse Mandi Smith

**Where and when:** 30 January, Inverness Town House, 9.45am

**What: Men and Suicide** with Keith Walker

**Men and Talking therapies** with Dr Andrew Melton and Dr Doug Hutchison,

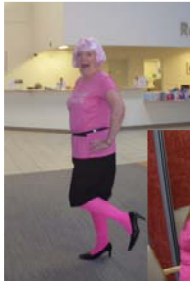
**Men and dementia and mental health of men who have had strokes** with Dr Jim Law

**Men and the work of Cardeas Cottage** with Susan Anderson and Nigel Sandeman.

## NHS Highland "Wears it Pink!"

Congratulations to all staff from NHS Highland who took part in October's "Wear it Pink" day in support of Breast Cancer. Members of staff from across the whole organisation did themselves proud and made a huge effort to ensure the day was a big success.

Below are just some of the photos received from those who took part, once again well done to all!



Left: Staff from the Dental Unit (Community Health Unit, Fort William Health Centre) who went to huge effort and raised £131



Above: Staff at Islay Hospital doing their bit for "Wear it Pink" day

Above: Staff at the Mid Argyll Community Hospital and Integrated Care Centre, Lochgilphead held their PINK Coffee morning raising an incredible £1,827

### 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 - [smokefree@hnb.scot.nhs.uk](mailto:smokefree@hnb.scot.nhs.uk)**
- **[Givingupsmoking.org.uk](http://Givingupsmoking.org.uk)**
- **[Quitnet.com](http://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 . Appointments can be made within Monday to Friday 9-5pm. Please phone 01463 706147 (ext 6147 for internal) for an appointment.

Smoking Cessation Support Service for New Craigs and RNI staff at New Craigs hospital call 07920247930 to make an appointment.

#### HDLs

You can find all recent HDLs in the SEHD Weekly bulletin at <http://www.sehd.scot.nhs.uk/publications/bulletin/bulletin2008list.htm>

These are also linked from the Intranet News section.

#### eLibrary

[www.elib.scot.nhs.uk](http://www.elib.scot.nhs.uk)

Have you registered yet?