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Issue 2: March / April 2011

## Recognising Excellence - call for staff award nominations

NHS Highland Staff Awards are in their sixth year and once again people from across the Highlands and Argyll and Bute are being invited to nominate individuals and teams.

The awards 'recognise excellence' and were set up to recognise and celebrate the work of staff and volunteers who go the extra mile to improve health and patient care.

NHS Highland has three key aims of Better Health, Better Care and Better Value and the people who make this happen are our own staff, and the volunteers who support us in our work with patients, carers, and communities. This awards scheme is one way of highlighting the people you feel have given an outstanding commitment, and who should be recognised and celebrated as "stars".

This year there are eight award categories in total –

**Better Health** – the nominee has made a real contribution to helping people take control of their own health.

**Person Centred Care** – the nominee respects and responds to the rights and needs of every individual.

**Improving Quality** - the nominee has made a real difference to the quality or safety of services.

**Volunteering** – the nominee has given exceptional commitment to support the work of NHS Highland.

**Behind the Scenes** – the nominee has made an outstanding commitment in one of the non clinical services / functions which are essential to supporting patient care.

**Going green for efficiency** – the nominee has identified innovative ways of reducing our carbon footprint and making more efficient use of resources.

**Lifetime achievement** – for someone who has made an extraordinary commitment to continuous quality improvement, through years of NHS service.

**Outstanding new recruit** – for someone new who shows real enthusiasm to develop and learn and who shows a personal commitment to quality in their service.

As previous years have shown the awards will enable a wide range of staff, including staff working in the community or in our hospitals, support workers and volunteers to be recognised.

Anyone can nominate an individual or team. Forms can be downloaded from our website (under the events section on the news page) or you can request one be sent to you in the post by phoning NHS Highland on 01463 704927 and asking for Communications. The closing date for entries is 5<sup>th</sup> August 2011.

# New state-of-the-art scanner for Ross shire hospital

The X-ray Department at Ross Memorial Hospital in Dingwall now has a new scanner that will help in the early diagnosis of osteoporosis for patients from across Highland.

The hospital is also one of the first places in Europe to use the most up to date computer software for analysing the results of these scans.

Osteoporosis is a condition in which bones become brittle due to a loss of bone mass or bone density and a change in bone structure, meaning bones are more likely to break or fracture.

The new scanner, called a Dual Energy X-ray Absorptiometry (DXA) scanner, is the most accurate and reliable method of assessing bone mineral density currently available.

And the location of the scanner at Ross Memorial Hospital makes it easily available for patients attending the Highland Rheumatology Unit (HRU).

Dr Jamie Fraser (pictured with Senior Radiographer Joan Law), an Inverness GP who reports on the scans, said: "This new scanner is an upgrade to the old one. One big advantage is that the image quality is much better and this gives much clearer views of the spine.



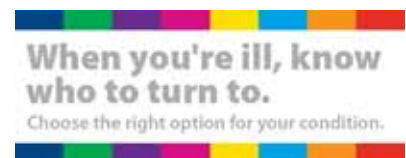
"This will help us to identify vertebral fractures, which are a key predictor of further fractures.

"We use the scans to assess the most suitable treatment for each patient and we hope this will make us more effective in preventing osteoporosis related fractures."

He explained that the DXA scanner is used to scan the hips and spine of patients who are at risk of developing osteoporosis, as these areas are a good indication of the density of the bones in the rest of the body. Sometimes it is also necessary to scan other parts of the body.

## Do you know who to turn to when you're ill?

Take 10 minutes answering some questions on an on-line survey at <http://www.surveymonkey.com/s/88T392F>



Like all NHS Boards in Scotland we are working to help people from across our community to understand how to get the best treatment when they are ill. Making contact with the right profession when you are ill is the best thing you can do to help you get the treatment you need faster.

But how well do we and others understand which person to turn to for help? Over the coming months we will be asking people from across Highland to take part in a survey that will give us key information so that we can work out how to help people access the right service for their health needs. This will help our patients and us!

We are starting this process by asking all staff to take part in an on-line survey by 20<sup>th</sup> May. Get on-line and do it today if you can.

You can access the survey at <http://www.surveymonkey.com/s/88T392F>

It will only take 10 minutes of your time and will provide us with some really useful information. The survey is anonymous and you can access it from home if you wish. Help us understand what you understand! Take part today.

# Skye Telehealth Project

Skye residents with long term conditions (LTCs), such as Chronic Obstructive Pulmonary Disorder, diabetes and heart failure, are being offered the opportunity to have monitors in their homes so their conditions can be managed remotely.

The introduction of the monitors forms part of an NHS Highland telehealth project, which is being run in partnership with Lochalsh and Skye Housing Association (LSHA) and Highland Council.

And the project was explained to members of Skye and Lochalsh Health Services Reference Group at their meeting in Broadford last month (March). The group had earlier identified telehealth as one of the major improvements they wished to see made to healthcare locally.

Ruairidh MacKinnon, of LSHA, told them that telehealth uses technology to help patients manage their own conditions and is well suited for use in rural areas where transport is scarce and access to specialists is often at a distance. He stressed that telehealth was not a replacement for people, but was about using the staff and skills we have more effectively.

Mr MacKinnon explained that the monitors would be based in patients' own homes, with the clinician setting acceptable parameters for their readings, such as blood sugar levels. Once these are exceeded, an alert is generated to the clinician.

The patient is taught how to use the equipment as well as answer a few quality of life questions set by the clinician – this forms the monitoring process.

## NHS Highland Hub for the future

Until very recently the Highland Hub provided a co-ordination and management function for Primary Care Out of Hours (OOH) responses and NHS24 triage services across four Health Boards (NHS Highland, Shetland, Western Isles and Orkney).

The Hub has been co-located within the Inverness Emergency Medical Dispatch Centre (EMDC), within the Scottish Ambulance Service Headquarters in Raigmore Hospital grounds, since November 2005, and was recently refurbished.

In a bid for National Telecare Development Programme (TDP) funding in 2009/10, the Highland Community Care Partnership set out its intention to develop the Hub as a Single Point of Access. This would involve incorporating within the Hub's new functions the telehealth data monitoring for patients with long term conditions and call handling for the Highland Telecare Service currently outsourced to Aberdeen, as well as call response for social work OOH calls.

This work is progressing well. January 2011 saw the start of the reprogramming of Telecare clients back from Aberdeen into the hub and April 2011 saw the start of Telehealth monitoring for patients with long term conditions in Skye, with Nairn and Invergordon to follow shortly. The telehealth work is based on a successful pilot in Argyll and Bute.

June will see the completion of the first stage of the hub redesign with social work calls for OOH being handled within the hub and a social worker placed in the hub for the OOH period.

The future has great potential for this work, including planning for integration, closer working with emergency services and voluntary sector, as well as targeting people who fall, to support the work in NHS Highland on the new falls pathway. Project manager Lynn Garrett said: "Very little of this exciting work could have been achieved without the support of Hub Manager Lorraine Beigley and her team, as well as the vision of the steering group and the partnership as a whole."

# Improving access to mainstream services for people with autism



Pictured above: Learning Disabilities Nurse Faith Wilson

Improving access to mainstream services for autistic people was the theme of a recent conference, run by NHS Highland in partnership with Autism Rights Group Highland (ARGH), held in Inverness.

Attracting partners and service users from around the Highland area and beyond, the organisers were also delighted that the days two key note speakers are internationally renowned for their work on autism.

Jean Pierre Sieczkarek, Chair of the Autism Network, is delighted that these speakers contributed what has proved to be a very worthwhile conference. He said: "The aim of the day was to pull together as many people as possible who access our services, and those who deliver them, so we could see and discuss what they go through from their perspective.

"Those attending were able to use it as an opportunity to network, to tell us how they want to be treated by the services they are accessing and they were also given the opportunity to listen to Dr Wendy Lawson and Dr Dinah Murray speak."

Dr Wendy Lawson is a researcher, psychologist, writer and poet who was originally diagnosed as intellectually disabled, then in her teens as being schizophrenic, and finally in 1994 she was diagnosed as being on the autism spectrum.

Wendy travelled all the way from Australia to deliver her talk on 'Autism the Passionate Mind' and had the audience captivated as she shared a glimpse of her personal experience from an inside perspective. The aim being to help us to understand how the Autistic mind operates, and to help us to realise that we must adjust our approaches rather than putting pressure on people with Autism to change their behaviour and how they present to "neurotypicals" (non-Autistic people). This entrancing presentation will help health professionals as well as those employed by other organisations to think differently about the "complexities" surrounding Autism and instead to focus positively on the qualities within the person. This should go a long way to promoting more positive approaches within the world of Autism.

The second speaker, Dr Dinah Murray, has a PhD in linguistics which has led to her keen interest in autism for over a decade. Currently a tutor for Birmingham University's distance learning course in autism, she has published widely about autism both in Britain and abroad.

Her talk on 'how to help us help ourselves' was an excellent presentation around the communication differences in people with Autism as well as sensory influences. She gave some really useful tips around how we may alter our ways of trying to interact and engage with people on the Spectrum, There was an emphasis around the use of technology as a future way of effective communication within the field of Autism

The conference was extremely well attended, in fact over subscribed with unbooked interested parties arriving on the day in the hope that there would be space for them to listen. This in itself is an indicator of the thirst for information about Autism and the need for further training sessions to quench this thirst!

Mr Sieczkarek said: We were delighted with the day and the enthusiasm generated. It is the start of our understanding of how we need to build awareness of Autism into our work and private lives. We all need to see the world in a different way and today's speakers have introduced us to a way of challenging many of our preconceptions of people on the Autistic Spectrum.



Pictured above: Dr Wendy Lawson and Dr Dinah Murray at the ARGH stand with interested parties who also attended

# Planning for integration

The planning for integration programme board is gathering evidence for the integration of education, health and social work services, and is progressing towards developing a model for implementation. The outcome of this work will be presented to a meeting of The Highland Council and the board of NHS Highland on 12 May 2011.

Consultations have begun across the very wide range of people affected by the proposed changes, including employees, service users, carers and Highland residents. For employees of both organisations, the Planning for Integration **Staff Partnership Forum** is addressing how the trade unions can engage more fully on behalf of staff. For example, as well as human resource implications, the trade unions will advise on staff briefings across the staff of The Highland Council and NHS Highland, with particular reference to Children's and Adult's Services. To request a briefing event in your area please do so by contacting [p4i@highlandlife.net](mailto:p4i@highlandlife.net) or phone 01463 704637.

A Human Resources Sub-Group has been set up to allow detailed discussions to take place around all relevant HR issues, especially possible employment models that might operate if The Highland Council and NHS Highland approve the suggested model. While recognising that no final decision has yet taken place, this group will without prejudice examine possible options and potential risks.

The Staff Partnership Forum would like to hear from staff about potential concerns relating to the planning for integration. These concerns will be captured on an issues log. While it is understood that many issues may not be answered immediately, it is important that staff are able to raise them. The Partnership Forum are actively involved in establishing how best to communicate this and other aspects of the project to staff. If you have concerns, please contact [p4i@highlandlife.net](mailto:p4i@highlandlife.net).

**Case studies** Do you have a story to tell about how current services to children and adults might be improved through integration of services? Let us know more by providing details to Jan Baird [jan.baird@nhs.net](mailto:jan.baird@nhs.net).

**Presentations** on the model and process for integration have been made to a number of local and national organisations, including the Community Planning Partnership, MSPs, and the NHS Area Partnership Forum. To capture the views of everyone in Highland concerned with Children's and Adult Services about the proposed model of care, workshops and events will take place over the coming weeks. As part of this, planning for integration will feature on the agenda for The Highland Council ward forums, local network groups, user groups and at project specific events. If you know of an event, meeting or forum where members would like to be involved in the process of planning for integration, please contact us with details of the group to [p4i@highlandlife.net](mailto:p4i@highlandlife.net).

**For the latest information** about planning for integration, check out the intranet of either The Highland Council or NHS Highland or look out for updates in NHS and The Highland Council newsletters.

# Planning for Fairness

How can we check that we are planning and delivering health services that are fair for the whole community? There are certain people in the community that find NHS services harder to access than others. This may be for a number of reasons including having particular physical or social needs. We also know that some people may face discrimination due for example to their sexual orientation, religion or race, or experience harassment when using services.

To help assure fairer access for all our patients, NHS Highland has launched a process called Planning for Fairness

Maimie Thompson (18 week Referral to Treatment (RTT) Programme Manager) applied this process to the development and review of NHS Highland's patient access policy.

“We have found the process to be extremely helpful and it has provided an impetus to challenge existing ways of working. It has supported lots of conversations with patients and patient groups which is helping us to improve how we communicate with patients and provide fairer access. This includes improving patient letters, hospital signs (Raigmore), patient focussed booking and the use of technologies (text reminders, remind plus). We still have a lot more work to do and the process will be ongoing.

We have sought to use the profile of the 18 Weeks programme to highlight support needs for patient groups who can be more difficult to reach. We believe our access policy, which reflects the new ways of working, will also form the basis of the National Policy.”

If you are involved in a work project or piece of work then you should start to follow the Planning for Fairness process straight away. Visit the link below to access the guidance documents and paperwork. <http://intranet.nhsh.scot.nhs.uk/Staff/EqualityAndDiversity/PlanningforFairness/Pages/Default.aspx>. Or call Esther Dickinson on 01463 704791.

## Exploring careers in health

Through the close partnership working of NHS Highland, Highland Council, Centre for Health Science, University of Aberdeen, University of Highland and Islands, Highlands and Islands Enterprise, Lifescan Scotland and other higher education providers and industry contributors, three annual events have now been developed for young people, to inform them about jobs and career paths in Medicine and Health Care. **‘Exploring Careers in Health’** event is aimed at S4 pupils who have a general interest in the health and social care sector, but need help to make decisions about subject choices at school and how to apply for the right courses at college or university. **‘So you want to be a doctor?’** event is aimed at pupils who want to study medicine. **50 years of medical Science** event is open to all school pupils and it does what it says in the title – presenters take the pupils through the many and diverse medical advances in medical science.

In March, the Centre for Health Science was the venue for a health care careers event **‘Exploring Careers in Health’** at which 120 school pupils from across the whole Highland Council area learned at first hand what it is like to work in the health care professions. The pupils spent the day in interactive workshops, facilitated by health care professionals from all specialities who provided pupils with an insight into their particular roles. The workshops demonstrated activities using various simulated equipment and resources normally used to train nurses, doctors, dentists, allied health professionals and a range of other health care workforce.



Pictured left: The Medical Physics workshop provided information on careers in Medical engineering and Medical Physics science. As well as discussions on the role of science within medicine, pupils had the opportunity to try their hand at both laparoscopic surgery equipment and in the use of Ultrasound scanners.

Pupils learned about team working which is essential in a modern health service, met professional staff in the health sector from public services and private companies, and had the opportunity to ask questions and get informed career advice. NHS Highland clinicians and staff facilitated many of the workshops on the day, taking time out of their already busy clinical and non-clinical schedules to spend time with the pupils and give them a real opportunity and hands on experience of what really goes on in a clinical setting.

Careers events are key to informing pupils of the diversity of career pathways into health and social care, and the investment in the future workforce that is required to sustain health services delivery for the people of Scotland. Health care takes place in the community as well as in the clinical setting and getting this message across is key to preparing pupils for pathways into health care careers, including scientific and information technology careers; as well as direct clinical care delivery.

The Centre for Health Science is an excellent venue for health care career events. Specialising in teaching, training and research the Centre allows the pupils to have access to state-of-the-art facilities and gain hands on experience in the latest interactive technologies now being used for teaching and training healthcare professions today and in the future. As the Centre continues to grow, two new departments participated in this year's careers event; UHI's Highland Clinical Research Facility and NES and Glasgow School of Art's Digital Design Studio.

NHS Highland also has an extensive work experience programme for school pupils that spans across clinical and non-clinical settings and gives pupils hands on experience with staff and clinicians and an insight into the diversity of health care careers.

## Speech therapy telehealth initiative for far north

The Speech and Language Therapy (SLT) team in North Highland has been working with their counterparts in Sweden to find new ways to reach patients in remote and rural areas of Caithness and Sutherland.

Video-conferencing (VC) equipment is now being used to deliver services to patients in some areas of the two counties.

This saves the patient or the specialist having to travel as far, which reduces the inconvenience and cost for the patient and means the specialist can see more patients in the same period of time.

Beatrice Wood, who is Lead Speech and Language Therapist for North Highland Community Health Partnership (CHP), said: "We are committed to providing quality services within the community and close to home. However, this poses significant challenges in sparsely populated areas.

"These have included difficulty in recruiting and retaining staff, reducing caseloads resulting in an increasingly high ratio of travel time to clinical time and difficulty in providing brief episodes of intensive therapy and in accessing specialist services.

"In a bid to address some of these challenges, we were keen to investigate how technology might support service delivery and, through the EU-funded Northern Periphery Programme, we were able to learn from the use of VC to deliver SLT services to patients living in remote areas of the north of Sweden."

She explained that there was considerable evidence that consultations and therapy over VC were as effective as face to face and patient satisfaction rates were consistently high. However, some techniques had to be adapted to ensure that a virtual therapy session was as effective as face to face therapy.

Mrs Wood said: "We have recently been given funding to upgrade the equipment we use in Golspie and Wick and to promote the use of telehealth by other professions.

"We now hope to be able to use an existing VC unit on a roving basis, for example in local health centres, to provide a brief episode of intensive therapy for patients receiving SLT."

# The key for carers in the Highlands

A Highland charity has teamed up with NHS Highland and Highland Council to launch its “Key” campaign which is aimed at ensuring unpaid carers of people with disabilities or long-term illnesses know where to go for support.

Highland Community Care Forum’s Connecting Carers’ information service is sending 10,000 information leaflets in the shape of a key to professionals in health, social work and community organisations throughout the Highlands.

These professionals will then give the leaflets, giving the contact number for Connecting Carers - 01463 723 561 - to the carers they meet in the course of their work.



Auxiliary nurse Robert Morton hands a key flyer to Cona Mackenzie, who is John Aird’s carer

Marion MacNeil, who is the charity’s Information Co-ordinator, said: “We’ve found that the best experiences for carers are when staff, including nurses, social workers and doctors, tell them about organisations that could help.

“So we want professionals to hand these key flyers to carers directly and help them to realise that support is available if or when they need it. When they contact us, we can help them to continue their caring role as well as look after their own health and wellbeing.”

She added that the key flyer was a useful tool for signposting carers to Connecting Carers’ information service, which in turn provides access to other support services, such as advocacy, illness-specific support organisations and many other voluntary and statutory resources.

NHS Highland Community Care Integration Manager, Theresa James, said: “Carers play a crucial role in the lives of many of our patients and NHS Highland staff are highly committed to enabling carers to access appropriate and timely support when they need it.”

All carers in Highland, including carers of older people with long-term illnesses, young carers under the age of 18 and parents of children with disabilities and long-term illness, can contact Connecting Carers on 01463 723561.

## Support for Deaf people in Highland

Staff in NHS Highland may want to take note of the new service offered by Jean Pentland, who is the new Community Advocacy Officer (CAO) for the North of Scotland.

Jean’s post as CAO (working for the British Deaf Association) has been set up to offer personal and confidential advice and support to deaf people. Any deaf person can call on Jean, who is deaf herself and a BSL (British Sign language) user, to support them when going to meetings or tribunals, they can also ask Jean to act as an advocate and represent their rights to empower them to make their own decisions.

***What is Advocacy?*** Jean describes an advocate as someone who helps you to get things done yourself with support and encouragement. You make your own decisions, but you are supported to take the first steps.

Jean is also keen to support deaf people to set up forums to discuss and influence decisions that affect their lives. A forum may be used to bring people together, challenge barriers and work to bring about improvements in the services they use such as the local council, health and leisure services and voluntary organisations.

Any member of staff in Highland should also be aware that when they are working with a BSL user they should

book an interpreter. To do this call Deaf Action on - Telephone: 01463 250 204 or 0800 014 1401, SMS only: 07797 800064, Fax: 0131 557 82 83, Email: [bookings@deafaction.org](mailto:bookings@deafaction.org)

More information about interpreting services can be accessed via the Equality and Diversity page on the staff intranet.

Staff in Highland are asked to pass Jean's details on to anyone (staff or patients) who they feel may benefit from the work Jean is doing.

Jean can be contacted in a number of ways, details below:

Jean Pentland, Community Advocacy Officer (CAO), British Deaf Association (BDA), Volunteering Highland, The Gateway, 1a Millburn Road, Inverness, IV2 3PX

Tel: 0141 248 5554 Mob: 07765 363639 Email: [jeanp@bda.org.uk](mailto:jeanp@bda.org.uk) Fax: 01463 717482

## Protecting vulnerable groups

Nurses, doctors, dentists, carers, charity workers, students, porters and therapists are just some of the people working for NHS Scotland that will come into contact with children and vulnerable adults as part of their everyday job.

Ensuring that vulnerable groups are protected from those who could cause them harm is a priority for the Scottish Government, which is why it has introduced the Protecting Vulnerable Groups Scheme (PVG Scheme) to replace and improve upon the current enhanced disclosure service for people who work with vulnerable groups.

The PVG Scheme is a new membership scheme that will help to ensure that those who have regular contact with children and protected adults through paid and unpaid work, do not have a known history of harmful behaviour. It introduces a system that will continuously update people's membership records, should any new vetting information become known.

As well as strengthening protection for vulnerable groups, the PVG Scheme will be quick and easy for staff and volunteers to use and reduces the need for people to complete a lengthy application form each time a disclosure check is needed, which is a frustration with the current system.

The PVG Scheme will be phased in over four years and will be managed and delivered by Disclosure Scotland. In its first year, Disclosure Scotland will deal primarily with scheme membership applications for people who are new to regulated work with vulnerable groups, people who have changed posts or have had some other change of circumstances that requires confirmation of scheme membership.

Within NHS Highland, a sub group of the Highland Partnership Forum is exploring the implications of the scheme which is to be implemented in stages over the next four years. At this stage it will affect new staff and staff who change posts. Further information about how it will affect other staff will be provided as the detailed arrangements are developed.

If you want to find out more about the PVG Scheme generally, there is a national help service on 0870 609 6006 or email [pvg.enquiries@scotland.gsi.gov.uk](mailto:pvg.enquiries@scotland.gsi.gov.uk)

More information is also available on [www.pvgchemescotland.org](http://www.pvgchemescotland.org).

## Flying start for Anne - [www.flyingstart.scot.nhs.uk](http://www.flyingstart.scot.nhs.uk)

Anne Burt, Community Staff Nurse, Canisbay, Caithness completed her Flying Start NHS™ programme in March - Flying Start is an online development programme for all newly qualified practitioners in NHSScotland. Her 'testimonial' of her experience of this 'journey through her first year' as a newly qualified practitioner has been sent to NHS Education for Scotland, Flying Start NHS™ web site for publication. This is an extract from her account:



“Continuing Professional Development is something which I take very seriously and am totally committed to compiling and keeping an up to date Portfolio of Evidence.

“As a newly qualified practitioner my first impression of the Learning Programme was ‘I will never be able to make sense of all this!’ However it is being less daunting than I first thought!

“Flying Start NHS™ has been immensely beneficial to me in my journey through the first year of practice. I feel in many ways it has consolidated my learning by reviewing, evaluating and summarising my work experience. My first post as a Community Staff Nurse has been a great experience for me.

“I feel that Flying Start NHS™ fitted in well with my own personal learning style which is characterised by research and observation in the first instance. I was amazed at how much information and resources were available to me through the programme and quickly came to the conclusion that an endless amount of work could be achieved because of the sheer volume of information available.

“I have been very fortunate to have had a most supportive relationship with my mentor over these past months. She has given me regular and consistent feedback which has contributed greatly to my professional development.”

Further information can be obtained via the Practice Education Facilitator (PEF) Team, Centre for Health Science Inverness 01463 255639/40; Kerrie Maclean, Allied Health Profession PEF 01463 706929; or PEF Team, Argyll and Bute CHP 07824839504 / 07789867990.

## Energy Matters!

As part of the government's Climate Week (21-27<sup>th</sup> March) Gordon MacDonald, the Energy and Environment Manager visited staff and visitors at 4 hospitals across NHS Highland - Caithness General, Raigmore, Belford and Lorn & Isles Hospitals.

Manning a stand in each location he provided information on a range of topics from staff helping themselves to reduce costs and wasted energy through to the progress the Board has made across the wider Green Agenda – Energy, Waste, Travel and working with others. Staff were asked views on where they felt there was wasted energy and other resources. This feedback will form part of the efforts in the local site action plans.

Staff were provided with links to the Energy Saving Trust (EST) and Car Sharing schemes. Over **350** “Powerdown” adaptors (saving households an expected £50/yr) were given away and many thanks to EST for providing these for the events. Gordon emphasised there were many easy ways to saving money and wasted energy that everyone can do – from changing suppliers, having a home assessment done by EST for free or accessing Grants and interest free loans. It is the firm belief that staff will only have better energy and waste awareness in the workplace if they are similarly engaged at home.

Gordon will now work with the CHPs to develop a programme of support and actions over the coming year. This will support the roll-out of the Energy Toolkits, enable business cases and investment options AND help staff to help themselves. One early activity will be to show staff in a 20-30 minute workshop how to compare suppliers and costs for Gas and Electricity. A lot of staff have already signed up – if you wish to attend one of these, please email [Gordon.macdonald1@nhs.net](mailto:Gordon.macdonald1@nhs.net). It is potentially the quickest and easiest way to save money on your fuel bills!

# Reasons to be *cheerful*

## Macmillan award for Town and County Hospital, Wick

A service for cancer patients with palliative care needs has been presented with a prestigious award that recognises high standards of care.

NHS Highland charge nurse Karen MacLeod accepted the Macmillan Quality Environment Mark on behalf of the Palliative Care Suite at the Town and County Hospital in Wick in February.



The award was first launched last year by charity Macmillan Cancer Support and is the first in the UK that specifically assesses how well buildings provide support and care to people affected by cancer.

Macmillan clinical nurse specialist Louise Shakespeare, who is responsible for the care of patients and their families who attend the unit, said: "We are thrilled to receive this award as it's a reflection of everyone's efforts to deliver palliative care to a high standard and create a warm and reassuring atmosphere for patients and visitors."



## Highland Pharmacist named Pharmacist of the year

A Highland pharmacist picked up a top prize at the prestigious Scottish Pharmacist Awards ceremony held in Edinburgh's International Conference Centre.

James Higgins, of Alness Pharmacy in Easter Ross, was awarded the Pharmacist of the Year Award for his dedication to caring for his community in different ways.

Since starting as the pharmacy manager when the new branch opened in August of last year, James has established a wide range of services, including repeat prescription ordering, daily collection and delivery, a needle exchange and a Hepatitis C screening programme.

He said: "It's great to be recognised, particularly when you discover the calibre of those who were also shortlisted. Even though the title is Pharmacist of the Year, it would be impossible to win that on your own – the whole team contributes to the pharmacy's success."

Brora pharmacist Catriona Sinclair also reached the finals of the Scottish Pharmacist Awards in the Innovation and Change in Pharmacy Practice category.

## Healthy Working Lives Islay Hospital

Islay Hospital was recently presented with their Healthy Working Lives Silver Award by Margaret Somerville, Director of Public Health for NHS Highland.

Healthy Working Lives is an award scheme set up to reward employers who have a commitment to improving the health, safety and wellbeing of their staff.

John Dreghorn, Locality Manager from Mid Argyll, Kintyre & Islay, said "he is very proud of the team's work and notes that the Silver Award is richly deserved and a real credit to all the staff in the Locality".



Pictured: r-l Margaret Somerville (Director of Public Health NHS Highland), Carol Muir (Senior Health Promotion Officer (Community Development NHS Highland) and Angela Coll (Healthy Working Lives Advisor, Argyll & Bute & Lochaber).

## Health services partnership project wins Scottish award

A project which explored the most effective ways for communities in rural Scotland to get involved in planning their future health services has won a national award and attracted international interest.



The Remote Service Futures Project was a joint Knowledge Transfer Partnership (KTP) initiative between the Centre for Rural Health, part of the new University of the Highlands and Islands, and NHS Highland, and looked at the challenges of providing services in remote and rural areas – including staff recruitment, and travelling times and costs for patients, families, carers and health professionals.

Now the completed two-year scheme has received one of two awards for the best Scottish partnership project in the Knowledge Transfer Partnership (KTP) Scotland Awards

Christina West (pictured), Argyll and Bute Community Health Partnership’s clinical services manager for mid-Argyll, said: “This is a real accolade for the NHS Highland and UHI Centre for Rural Health partnership, and the first time an NHS partnership has achieved this award – recognising that by organisations working together we can identify new and innovative solutions.”

## Highlands heart heroes get national award for outstanding patient care

A team from the Highlands has been given a national award for their outstanding work with heart failure patients. The British Heart Foundation (BHF) presented Kate Wilson, Mandi Smith, Rita Hands, Elaine Campbell and Julie Corner with their award at its Healthcare Professional (HCPS) Awards celebration event.



The Highlands Heart Failure Service team faces a daily challenge due to the vast geographical area they cover.

The team use innovative communication techniques including the use of mobile, GP support, patient newsletters, e-mail and video conferencing to keep in touch and provide a vital lifeline for their heart patients. The team has provided exceptional levels of nursing care across one of the most rural areas in the UK.

Mandi Smith said: “We’re delighted to receive this award from the BHF. We work tirelessly to make sure heart failure patients are given the care and support they need. I’ve met many wonderful and inspirational heart failure patients over the years and seeing the impact our work has on their lives is what makes my job so worthwhile.”

## All for a good cause



Well done to the staff in Patient Focused booking who went all out for Red Nose Day this year and raised over £200 for the cause.



## Easter cheer for Children’s Ward

Many thanks again this year to Brook Street (UK) Limited who have donated over 280 Easter eggs to the Children’s Ward at Raigmore Hospital after asking their clients for donations.



## Macmillan Sunroom opens in Campbeltown

A ribbon cutting ceremony was held recently in Campbeltown to mark the opening of a new suite of accommodation for seriously ill cancer patients and their loved ones (pic courtesy of the Campbeltown Courier).

The opening of the Macmillan Sunroom – named to reflect its bright and airy living room area – follows a four year fundraising appeal that has seen the community raise almost £95,000.

The new facility at Campbeltown Hospital has also been made possible thanks to a £50,000 grant from leading charity Macmillan Cancer Support.

One of the original project leaders was retired Macmillan nurse Margaret Mitchell who cut the ribbon at a special open day at the unit on 8th March. Also invited to attend the celebrations are local fundraising committees and members of the public.



Donnie Cameron, NHS Highland clinical services manager for Kintyre and Islay, said: “On behalf of all the staff working in the health services in Kintyre, both in the hospital and the community, I would like to say that we are delighted to see this facility open. We would also like to thank Macmillan for their support but most of all we would like to thank the people of Kintyre for their generosity and for their patience in waiting for the Sunroom to be completed.”

## Award for Employment Services

Congratulations to Employment Services who have received an award 'in recognition of our business partnership in supporting Highland schools' in appreciation of the amount of work and support given by managers in a range of departments across NHS Highland to work experience pupils from Highland schools.

Credit must also be given to Employment Services and Medical Staffing for NHS Highland being recognised as a Disability Symbol User by Jobcentre Plus. This allows NHS Highland to use the Positive About Disabled People Logo on adverts and recruitment correspondence



## Letters to NHS Highland...

“We as a family would like to thank you for your great kindness to our mother while she was in your care at the York Ward. She really had a wonderful time, and we saw such a difference in her with her health and her confidence.

You and your staff have a great gift of making each person feel valued and cared for. Please pass on our thanks for such a worthwhile service and long may it continue.”

### **A patients relative from Inverness**

“I am writing to commend two radiographers who looked after me recently. The last time I was in Caithness General for an investigation I had problems and spent the afternoon in A&E. I was worried the same thing would happen again. There was no reason for the radiographers to know I'd be specially sensitive and I'm sure I was treated just as they'd treat anyone. Their kindness and professionalism was second to none, I was given respect and consideration. Every stage of the procedure was explained to me and with being engaged in conversation throughout I didn't have time to dwell on things. They gauged my mood as it changed through the procedure, responded sensitively and ensure I felt looked after and supported all the time.”

### **A patient via email**

“Whilst recently on holiday in Dunoon I took ill and visited Dunoon General Hospital. There I received both personal and professional treatment that was as near perfect as can be. I was welcomed into the hospital, dealt with immediately by a staff nurse and then a doctor.

I just wanted to say that although it is popular to criticise the NHS for all sorts of problems (although not in my experience) the reception, approach and delivery in Dunoon was highly commendable and I would like this to be passed along the line as encouragement to those who looked after me so speedily and effectively.”

### **A patient via email**

## Retiral Corner



April sees the retirement of **Mr John Logie**, Consultant General Surgeon, after 30 years service with Raigmore Hospital. Appointed as Consultant Surgeon in 1981, initially taking up post in both Raigmore and the Royal Northern Infirmary. A General Surgeon by training, his CV records his experience in neurosurgery,

endocrine and gastrointestinal surgery, as well as the ability to deal with almost any emergency the Highlands could deliver. Dual accreditation in both surgery and urology meant that he was the mainstay of the urology service in Highland prior to the subsequent development of the Urology department. He was instrumental in setting up the ERCP service in Raigmore which now serves the whole of Highland and the Western Isles. His energy and enthusiasm puts the author of this article to shame, and he has remained on the oncall rota right up to his retirement.

John has represented Raigmore on the Council of the Association of Surgeons of Great Britain and Ireland, and the Royal College of Surgeons of Edinburgh. With the latter he held the role of Treasurer, and more recently Vice President. In true fashion he has always made the onerous look effortless. In his retirement he now moves on to a new role as Justice of the Peace. We wish him every good fortune for the future.

**Ken McGowan** has retired from NHS Highland after 29 years of working in the finance department. A fond farewell party was held by colleagues past and present but no one could top Ken's own words on his retiral...



“Ken has decided to retire from Raigmore  
Work and toil I can now ignore  
Over 29 years have passed and gone  
What has happened, has it all shone?

Colleagues and friends I will miss  
Work and chat will now dismiss  
Retirement brings a new beginning  
Interest and leisure are all winning.

Thank you all for sharing a tea  
Thank you all for joining me  
All the good memories, I will treasure  
To work with you was such a pleasure.

Cheerio for now, on this fine day  
Future plans, results, in all Play!”

## Need to know...

### Highland Rainbow Folk awareness sessions

All staff are invited to join in at sessions provided by the Highland Rainbow Folk for NHS Highland.

The Highland Rainbow Folk are a group of older Lesbian, Gay, Bisexual and Transgender (LGBT) people. The group was originally set up by Age Scotland and Terence Higgins Trust. The group was formed to highlight the issues older LGBT people face across Highland, particularly when accessing health and social care services. Older LGBT people are potentially very isolated and marginalised in Highland, so it is great to start talking about the issues faced. This will be an exciting and interactive session where you will have the opportunity to hear peoples' stories, ask questions and find out more.

Attendance will contribute to achieving your KSF core competency 6 –equality and diversity. It is recommended that you have attended an Equality and Diversity: Core Principles training session, before attending one of these events.

We have arranged 2 sessions to take place in Inverness (most likely at the Centre for Health Sciences) on 16<sup>th</sup> May (2-4pm) and 20<sup>th</sup> June (10-12am). To book a place and for further details please contact Caroline Tolan on 01463 704863 or [caroline.tolan@nhs.net](mailto:caroline.tolan@nhs.net)

## Need to know...

### **Sudden unexpected death in infancy - web-based toolkit** [www.sudiscotland.org.uk](http://www.sudiscotland.org.uk)

Professionals from a wide variety of agencies are involved when a sudden unexpected death in infancy (SUDI) occurs. The interactions between the different professionals and agencies have a bearing on the investigation and the effect the experience has on the parents/carers.

Healthcare Improvement Scotland (previously NHS Quality Improvement Scotland (NHS QIS)) has produced a web-based toolkit to inform and support all professionals involved, enabling each agency to easily access the appropriate resources required, as well as signposting them to current national guidance for their profession.

Containing interactive timelines and flowcharts, it demonstrates the involvement of all professionals at various stages and the likely interactions between them. It toolkit also provides information on support available for staff and bereaved parents and carers.

### **New Huntington's App**

Huntington's Disease is a hereditary, neurological condition that slowly, and devastatingly, impairs a person's ability to walk, think, talk and reason. Because it's inherited, it can affect several generations of the same family at once. Yet it doesn't always get the attention it deserves.

The Scottish Huntington's Association (SHA) has adopted an innovative approach to raising awareness of the difficult choices faced by people living with Huntington's, and their families and carers.

With funding from the Scottish Government, the SHA has developed a unique iPhone application, called 'FiftyFifty' in recognition of the genetic risk faced by someone with a parent who has Huntington's. By working through a range of role-play scenarios, users can learn about the long-term consequences for themselves, and their relatives, of receiving positive or negative test results for Huntington's.

The SHA hopes that the FiftyFifty application will generate greater awareness of Huntington's amongst the general public, promote better understanding of the impact of living with a devastating neurological condition and create a greater degree of empathy for the huge challenges it brings. The application is available on iTunes. Further information can be found at [www.hdscotland.org](http://www.hdscotland.org)

### **A new regulator for Scotland: Social Care and Social Work Improvement Scotland**

From 1 April 2011 a new public body began operating in Scotland: Social Care and Social Work Improvement Scotland. This body has been created by the Public Service Reform (Scotland) Act 2010.

Social Care and Social Work Improvement Scotland, or SCSWIS for short, will be an independent organisation with its own Board responsible for its governance. It will be funded by the registration and continuation fees it charges and by Scottish Government. It will operate independently to scrutinise and improve care, social work and child protection services for the benefit of the people who use them.

For the latest information on changeover and how the new body will work, visit [www.scswis.com](http://www.scswis.com) or get in touch with the Care Commission [www.carecommission.com](http://www.carecommission.com) Tel: 0845 603 0890 [enquiries@carecommission.com](mailto:enquiries@carecommission.com)

How to get in touch with SCSWIS from 1 April - Website [www.scswis.com](http://www.scswis.com); Email [enquiries@scswis.com](mailto:enquiries@scswis.com); or Telephone 0845 600 9527

# Need to know...

## Digital Dictation

Following the success of digital dictation in a number of NHS Boards throughout Scotland, including Greater Glasgow & Clyde and Dumfries & Galloway, NHS Highland has invested in a digital dictation system for hospital based clinicians, their secretarial staff and the secretarial managers.

Installation of the equipment and training on how to use it has been completed and the second phase of this project, installing technology to allow for electronic transmission of letters, is well underway.

NHS Highland already uses this system and there is a report of a reduction in time taken by consultants and registrars correcting and chasing urgent work, and secretaries are able to find priority work more quickly.

Other benefits from implementing this system include:

- Improved sound quality from digital recording reduces misunderstanding and time lost clarifying dictation
- Instant availability of recordings
- Immediate identification of dictation through patient CHI number
- Immediate identification of high priority dictation
- Ability to review and reprioritise without interrupting secretarial staff

A mid project survey was done allowing users of the system to feedback both the positive and negative experiences they have had from using it which the Project Board have used responses as learning points to further improve the technology.

Feedback on the system has generally been positive and at the most recent Highland Organisational Group the system was endorsed across the Board.

Work is continuing on phase 2 of the project, Argyll and Bute will be taking forward the project in their own time. Please check the project page on the intranet or see issues of Highlights for further information.

## New Beechwood Campus

Inverness Campus is one of the most important developments in the Highlands and Islands. Set to open in 2014, it will play a pivotal role in the region's future.

The Campus will be a world-class facility on the doorstep of Raigmore Hospital. It will bring education, business and the community together with Phase 1 set to provide accommodation for Inverness College; University of the Highlands and Islands; Centre for Health Science (Phase IV); Scottish Agricultural College; and Training Hotel.



Hospital staff and visitors will be able to relax in the open public space of the Campus, which will have scenic views of the Moray Firth. There will also be a variety of excellent sporting facilities available for public use.

Inverness Campus will create opportunities for people across the Highlands. It has been designed to encourage the use of the most sustainable modes of travel – public transport, walking and cycling. Highlands and Islands Enterprise is behind the project and a comprehensive green travel plan to, from and within the Campus is being developed. This offers increased sustainable travel options and alternatives to private car use. The plan will benefit those travelling to Raigmore Hospital, shaving valuable minutes off the current bus route.

# Need to know...

## **The Facilitators' Network CPD Event - June 2011**

Following on from the success of last years Facilitator CPD event another event is planned for June 2011.

Attendees will have an opportunity to visit the various exhibits available, select from a variety of short workshops to attend throughout the day and network with other providers of Learning and Development.

This CPD event is aimed at all those staff with G1: Learning and Development and / or C2: Personal and People Development at level 4 in their KSF outline.

If you are interested in attending please make a note of this date in your diary and watch out for further details on the Intranet Home Page, in the NHS Highland Newsletter or on the AT-L system.

## **Care Programme Approach (CPA) Awareness Training Sessions**

Seven Sessions of CPA Awareness Training have been arranged in the NHS Highland (Northern area) in May & June 2011 - more information on where and how to book can be found on the Staff Events on the intranet.

These sessions are intended for staff and people who provide support to clients (16 years and over) with severe and enduring mental health problems, including dementia, plus people with learning disability, all of whom also have complex health and social needs. These clients may already be living in the community or are being discharged into the community and may receive support from the private and public sector.

For more information on these training sessions please see the intranet under Mental Health and Learning Disabilities or contact Shirley Ritchie.

## **NHSScotland Event 2011**

We're pleased to announce that the 2011 NHSScotland Event will be held on Tuesday 23 and Wednesday 24 August 2011 so please remember and save these dates in your diary.

The venue is the Scottish Exhibition and Conference Centre in Glasgow. For all the latest news in the run up to the conference [www.nhsscotlandevent.com](http://www.nhsscotlandevent.com)

## **Charity Head Shave in aid of Highland Hospice**

Michele Yarrick, 45, from Inverness, has pledged to shave her head in a bid to raise funds for the Highland Hospice.

Michele, who works in the Pay Unit at Assynt House and was previously a porter at Raigmore Hospital, wanted to do something for the hospice following how well they treated those close to her.

She said: "This year two friends and my aunt passed away at the hospice. They do a wonderful job and the staff were so kind. It's funded mainly by donations and I want to do what I can to help.

"I've always said I couldn't run a marathon, climb a mountain or anything so spectacular and I know my friends and aunt would have a good laugh at me shaving my head and I'm curious to see what I look like with a Kojak!"

Michele will be doing the rounds looking for sponsorship from those she knows, if you would like to sponsor her please contact her at the Pay Unit in Assynt House or by email [michele.yarrick@nhs.net](mailto:michele.yarrick@nhs.net)

