

Team Update



Issue 43 February 2008

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SVQ Successes in NHS Highland

Thursday 31st January 2008 saw NHS Highland's 5th annual Scottish Vocational Qualification (SVQ) Presentation, held in the Centre for Health Sciences at Raigmore Hospital, Inverness.

Once again, NHS Highland recorded several "firsts" in Award achievement this year, chief among these being

Rhona McDonald, is the first candidate in Scotland to achieve the SVQ level 2 in



Pharmacy services. Rhona is employed as a Senior Pharmacy Assistant in the Production Unit in the Pharmacy Department at Raigmore Hospital, Inverness.

Maximising the skills of the pharmacy assistants in this way allows other staff to spend

more time in specialist work and greatly enhances the efficiency of the department.

Other notable "firsts" were

Nicola Shaw, is the first in NHS Highland to achieve the new Allied Health Profession (AHP) & Support at level 3

Richard Atherton, is the first in NHS Highland to achieve the SVQ level 3 in Promoting Independence.

Paul Maber, is the first in NHS Highland to achieve SVQ level 4 in Co-ordination of Learning & Development Provision.

Jacqueline McCairn, is the first A1 Work Base Assessor in NHS Highland specifically to support the SVQ level 2 in Clinical Laboratory Support.



John MacLean & John Andrew MacKenzie, pictured here with **Willie Mackenzie**, catering Manager, are both proud to have achieved an SVQ, Level 2 in Food Preparation & Cooking.

The SVQ is made up of 12 individual Units with a wide range of tasks, which include cookery skills, bakery & food hygiene.

They both thoroughly enjoyed the experience, which will assist with their personal development & career prospects.

Despite the inclement weather, a total of 70 members of staff were presented with commemorative certificates by Anne Clark, Non

Executive Director & Chair of NHS Highland Staff Governance

Committee, who had delayed her return to the Isle of Islay to be present on the day, Philip Walker, Head of Personnel, NHS Highland, and Judith McKelvie, Learning & Development Manager.

Continued on page 2

Inside ...

- 2 Cancer Investment
- 3 Better Health, Better Care
- 4 Agenda for Change
- 5 KSF Update
- 6 Review of Nursing in the Community
- 7 SVQ Roll of Honour
- 8 Scottish Patient Safety Programme
- 9 Healthy Weight Strategy
- 10 Letters
- 11 Events

SVQ Success continued...



The awards were presented by Judith Mckelvie, Philip Walker and Anne Clark, pictured left.

Commenting on the day itself, Philip Walker said "This occasion provides NHS Highland

the opportunity to formally thank staff for their hard work and achievement in gaining their awards and also acknowledge the input and support from supervisors, team leaders and

managers for their staff involved in SVQs." He added "A wonderful afternoon tea is always provided and allows the staff to chat informally and discuss their experiences".

See page 7 for full Roll of Honour



Picture: Jane Morrison, Health Centre, Tain achieved Health and Social Care, Level 3

Investment in Cancer Services

Work has started on site at Raigmore Hospital in Inverness on a package to provide state-of-the-art equipment used in radiotherapy treatment for cancer patients. The building work includes a bunker for a new linear accelerator and accommodation for a Computerised Tomography (CT) simulator and staff. As well as this, a second bunker is being provided for the next linear accelerator, scheduled to arrive in 2010.

The linear accelerator, at a total cost of £1.8million, is a Varian Clinac iX. Among the features of the new machine are its ability to produce high quality images of tumours, target tumours precisely and a new verification system that checks the treatment has been set up correctly and records the dose. The project

also includes a CT simulator that will be used for the planning of treatments.

New Appointments:

ENT Consultant

Mr Syed Ahsan, a Consultant in ENT, will be taking up post in August 2009

Consultant General Surgeon

Mr Mohammed Sadat, Consultant General Surgeon, with an interest in colorectal surgery, will be taking up post, a start date is still to be confirmed.

From the editor ...

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

Congratulations to all the staff who received SVQ awards. A full list of the successful candidates is on page 7.

This issue contains the regular updates on KSF, Agenda for Change and the review of Nursing in the Community, as well as a number of important developments, including progress with the Remote and Rural Project and a new Eating Disorder Inpatient Unit for the North of Scotland.

If you would like to write an article or submit infor-

mation (letters or photographs) for the Team Update or the Staff Magazine, *in-touch*, please write to me or email the Communications Team via the email address on the NHS Highland Website: staff@haht.scot.nhs.uk. We would like to hear what you think — so please do get in touch! Remember, **your** news and views are important!

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Better Health, Better Care <http://www.scotland.gov.uk/Resource/>

The Scottish Government published its "Better Health, Better Care: Action Plan" in December 2007, following widespread consultation, during which NHS Highland Board submitted a detailed response to the consultation document.

The Better Health Better Care Action plan was presented to the February meeting of NHS Highland Board.

The plan is set within the context of the Scottish Government's overarching purpose and five strategic objectives for a successful Scotland:

- Wealthier and Fairer
- Smarter
- Healthier
- Safer and Stronger
- Greener

The focus of the Better Health, Better Care document is to help people to sustain and improve their health, especially in disadvantaged communities, ensuring better local and faster access to healthcare.

The Plan has three main drivers:

Towards a Mutual NHS: This is about a shift from seeing people as patients or service users to partners or co-owners, and strengthening public ownership of the NHS through rein-

forcing public participation and embedding patient experience in service improvement.

Helping People to Sustain their Health: There is a greater emphasis on joint working with Local Authorities and other partners to deliver a shared agenda around health improvement and increasing life expectancy. The actions make the link between early life adversity and adult disease, and aim to reduce inequalities, particularly in the most deprived communities and reduce smoking, excessive alcohol and other risk factors to a healthier life.

Ensuring better, Local and Faster Access to Healthcare: This is about supporting patients to be partners in their own care, and redesigning services, spreading best practice and care for people with long term conditions. There is a keen focus on better use of technology and delivering the quickest treatment ever available in Scotland's NHS.

Thirty **HEAT** targets have been identified across **H**ealth Improvement, **E**fficiency/Governance, **A**ccess and **T**reatment so that they reflect the strategy in Better Health, Better Care. Progress is underway to reflect these changes in the Clinical Strategy and the Local Delivery Plan for 2008-9 and the operational unit plans.

Delivering for Remote and Rural Healthcare

The final report [Delivering for Remote and Rural Healthcare](#) from the Steering Group, Delivering for Remote and Rural Healthcare, was submitted to the Cabinet Secretary for Health in November 2007. "[Better Health, Better Care](#)" [Action Plan](#) endorsed the Report's recommendations. A task group will be set up to co-ordinate implementation.

The Remote and Rural Project, chaired by Dr Roger Gibbins, Chief Executive, NHS Highland, had six objectives, addressing a number of challenges in sustaining healthcare in remote and rural communities. These were:

- Deliver a strategy for sustainable healthcare in remote and rural Scotland
- Define the role and function of the Rural General Hospital (RGH)
- Develop a framework of generic principles

of service delivery for primary care in remote settings

- Develop a rural education strategy
- Review the role of the Helicopter Emergency medical Service (EMRS)
- Develop workforce planning arrangement to support the remote and rural agenda

The Report was presented to the February meeting of NHS Highland Board by Dr Gibbins and Project Manager, Fiona Grant. Dr Gibbins said, "***The Report provides a policy framework which begins to describe what can be standardised and consistent, but acknowledges the differences between communities and takes away uncertainty allowing us to build a sustainable workforce and infrastructure.***"

Agenda for Change Update by Donald Shiach, A4C Project Manager

Reviews

The AfC Team has now written to all staff who have submitted reviews updating them on overall progress and explaining why the review process is taking longer than we anticipated. As we reported last month, one reason is that we have more outstanding matching covering Argyll and Bute CHP jobs than we expected, and of course we need to prioritise that work while ensuring we also make inroads into the backlog of review requests.

One of the key points in the letter to staff is that dealing with queries from staff and managers about the progress of review requests is significantly slowing down all Agenda for Change processes, including assimilation of staff and consequent payment of arrears. We hope that the letter we have sent out will reassure staff that we have received their request and that it will be dealt with in chronological order – apart from staff on protection, whose reviews are prioritised.

Staff not yet assimilated

Although we are asking staff who have submitted reviews not to contact the AfC Team, we **do** want to hear about staff who have not yet been assimilated. If you are in this position, it may be because you have changed job or worked between bank and substantive posts – or it may simply be that the AfC Team does not have a full record of where you work or what job you do. Although staff can of course contact us direct, it is preferable if the contact is made through the manager so we can be clear about which job code applies and what the relevant dates are.

Argyll & Bute CHP managers should contact jeanne.hornby@haht.scot.nhs.uk in relation to nursing and A&C staff, and jayne.lowery@haht.scot.nhs.uk in relation to all other staff. Managers in the rest of NHS Highland should contact elisa-beth.jackson@haht.scot.nhs.uk regarding

substantive staff, and jennifer.hughes@haht.scot.nhs.uk regarding bank staff.

Argyll and Bute CHP

It has become clear that one of the major challenges for the AfC Team is completing the matching and assimilation exercise started by the former Argyll & Clyde Team in Paisley. Merging systems has proved difficult and time-consuming, and managers who have been in touch with the AfC Team will know at first-hand the problem of identifying which job description applies to which member of staff. The AfC Team would like to thank the managers and staff in Argyll and Bute for their patience and understanding throughout this transitional phase. As more data becomes available, so we will be able to assimilate the remaining staff more quickly.

Managers in Argyll & Bute CHP may not always be aware whether there is a AfC Band outcome for a job they are about to advertise, perhaps because the post has been vacant for some time or there has been a change of manager. It is important to minimise the number of staff being appointed on Whitley scales, not least because it simply creates avoidable assimilation problems later. Managers are therefore asked to liaise both with Employment Services and with the AfC Team via the above contacts to check if a post can safely be advertised quoting an AfC Band.

Best Wishes!
Donald Shiach suffered a broken leg whilst skiing, since writing this article.
Best Wishes from everyone to Donald for a speedy recovery !

KSF Update

More staff than ever have now got a KSF Outline submitted - almost 60 %. In recent times this means that around 400 staff per month agreeing their outlines with their line managers. A key move forward has been using existing Outlines for similar posts elsewhere in NHS Highland and from across the NHS as a whole. For those looking to complete this need, the [KSF Website](#) and the Team are good places to start.

Confusion still remains in relation to waiting for a KSF Outline before proceeding with PDPs. Whilst this was the ideal position when introducing KSF 3 years ago, it is important that everyone knows what is expected of them through a PDP and also what support and development they can expect in order to meet these expectations. The KSF Team are working hard to determine how many staff have a current PDP in place. Additionally requests to facilitate and carry out training on PDPs for teams/depts/wards increases daily. There is

now a HEAT target for all staff to have a PDP in place by March 2009.

NHS Highland's some 10,500 staff are a large number to keep accurate on a dataset. The linking of SWISS and e-KSF will help greatly and hopefully reduce the work involved. A letter outlining this and some broader queries will be distributed to all staff affected by Agenda for Change. This link up of staff data will also help coordinate progress of PDP completion for staff in the coming year or so.

The increased information held on e-KSF is happening at a time of increased interest from Line managers and staff in getting e-KSF Training. Mrs Pam Fraser (pamela.fraser@hact.scot.nhs.net Tel No. 01463 257500) has increased the number of locations and the frequency of training in every location in the months ahead. Should you be ready to proceed please contact Pam directly or link on the e-Training options.

6 Steps of Hand Washing

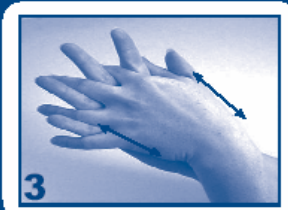
Remove any hand and wrist jewellery



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



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



- Rub hands palm to palm with fingers interlaced



- Backs of fingers to opposite palm with fingers locked



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



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

Remember

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

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

Review of Nursing in the Community – Project Update

Local discussions about potential areas to test the new service model have continued. The January RONC management team developed further criteria, and considered some areas assessed against these. The short list of about 10 areas was then reviewed at the January Local Implementation and Locality Groups.

The steering group met on Friday 22 February and considered the shortlist of proposed test areas against a number of criteria to reflect geographical spread and diversity of rurality, urban and delivery challenges as well as willingness of staff to be involved. The following 5 areas were chosen:

Badenoch and Strathspey
Thurso
Tain
Helensborough
Kintyre and Mid Argyll

Lead Nurses have been in touch with the teams in each of these areas to discuss the next steps.

The 1st meeting of the Organisational Change Sub group (of the Steering Group) was held on 8 Feb and chaired by Philip Walker. Thank you staff who participated and agreed to be part of this group.

Job Descriptions

Draft JD's for the following roles have been consulted on locally ending 6 February:

Health Care Support Worker
Staff Nurse
Advanced Practitioner
Team Leader

Thank you to everyone who sent in their comments

A Pan Highland response has been collated and sent to the Scottish Government and to the Steering Group and Lead Nurses for dissemination locally and will be on the intranet page.

The 1st meeting to develop a KSF outline for the CHN is on 19 February and thank you those staff who have agreed to help with this

Advanced Practitioner

Capability Framework for the Advanced Practitioner is starting. Linda Smith is getting together an Expert group and has approached NHS Highland for representatives for Children's services. Sandie Young, Interagency Nurse Consultant for Children and families, and Patricia Morrison, Public Health Practitioner, South East CHP are joining this group. There is a national workshop on the Advance Practitioner role in March and Hilda Hope and Chrissie Lane will be attending for NHS Highland



Education

Work continues by the Educationalists group on the PDP/LDP template to support the process of transition education and this will be ready very soon.

Events

There was a follow up workshop for Mid CHP Nurse Forum held on 13 Feb. There were presentations from Heidi May and Helen Morrison, and lots of opportunity for questions and discussion. Draft Q&As based on the previous workshop were given out for comments, these will be fed back to Susan O'Rourke to contribute to the March newsletter

An Open Workshop takes place on 27 February in, Brora. 2 workshops will focus on public health. The 1st was on 25 Feb, in Inverness, and the 2nd is on Wednesday 2 April, 2.00 - 4.30pm, Boardroom, John Dewar Building, Inverness.

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

Fiona Sharples, Project Manager

Mobile: 07824 473 829,

Email : fsharples@nhs.net or via
RONC@hnb.scot.nhs.co.uk

SVQ Roll of Honour 2007-8

Diagnostic & Therapeutic Support, Level 3

David Hughes, New Craigs Hospital, Inverness, Anne Kersch, Town & County Hospital, Nairn, Moira MacLennan, Royal Northern Infirmary, Inverness, Jillian Riddell, New Craigs Hospital, Inverness

Health (AHP Support), Level 3

Nicola Shaw, Royal Northern Infirmary, Inverness

Health & Social Care / Care, Level 2

Marietta Draper, New Craigs Hospital, Inverness, Christine Gunn, Town & County Hospital, Wick
Carla Kelly, New Craigs Hospital, Inverness, Lisa Lavin, St Vincents Hospital, Kingussie
Fiona MacDonald, New Craigs Hospital, Inverness, Jamie Macrae, New Craigs Hospital, Inverness
Shona Sutherland, Migdale Hospital, Bonar Bridge
Kayren Walker, New Craigs Hospital, Inverness
Eveleen Wormald, Ross Memorial Hospital, Dingwall

Health and Social Care, Level 3

Jean Anne Brown, Aonach Mhor, Inverness, Jane Morrison, Health Centre, Tain

Pharmacy Services, Level 2

Rhona McDonald, Pharmacy Dept., Raigmore Hospital, Robert Dunn, Pharmacy Dept., Raigmore Hospital

Promoting Independence, Level 3

Richard Atherton, New Craigs Hospital, Inverness

Recovery Module

Adrienne Fraser, Recovery Unit, Raigmore Hospital, Caroline Mutch, Recovery Unit, Raigmore Hospital

A1 Work Base Assessor Award

Audrey Campbell, Pharmacy Dept., Raigmore Hospital, Jacqueline McCairn, Biochemistry Labs, Raigmore Hospital

V1 Internal Verifier Award

Seonaid MacLellan, Recovery Unit, Raigmore Hospital

Business and Administration Level 2

Kimm Currie, Assynt House, Inverness, Eileen Walker, Raigmore Hospital, Inverness

Business and Administration Level 3

Patricia Allen, Assynt House, Inverness, Micki Cameron, Drumnadrochit / Beauly Surgeries
Anne Carey, Larachan House, Dingwall, Donna Coyne, C.C. Hospital, Invergordon
Alana Douglas, John Dewar Building, Inverness, Sylvia Fraser, Raigmore Hospital, Inverness
Caroline Gamble, Larachan House, Dingwall, Judith Gerrard, Assynt House, Inverness
Jean Keir, John Dewar Building, Inverness, Roberta Kerr, John Dewar Building, Inverness

Caroline MacDonald, Raigmore Hospital, Inverness, Christine MacDonald, Hilton Dental Clinic, Inverness, Juliann MacKay, Assynt House, Inverness,

Lynne MacKay, Town & County Hospital, Nairn, Susan MacKenzie, C.C. Hospital, Invergordon
Lynn MacLennan, Belford Hospital, Fort William, Dorothy MacLeod, C.C Hospital, Invergordon
Alice McCooney, Raigmore Hospital, Inverness, Maureen McMurray, New Craigs Hospital, Inverness

Jacqueline Miller, Raigmore Hospital, Inverness, Sally Northern, C.C., Hospital, Invergordon
Annette Smith, Community Clinic, Fort William, Karen Steele, Raigmore Hospital, Inverness, Donna Sutherland, C.C. Hospital, Invergordon, Wilma White, Larachan House, Dingwall

Co-ordination of Learning & Development Provision Level 4

Paul Maber, John Dewar Building, Inverness

Food Preparation & Cooking, Level 2

John Andrew MacKenzie, Raigmore Hospital, Inverness, John MacLean, Raigmore Hospital, Inverness

Hospitality, Quick Service, Level 2

Roseina Stewart, Ross Memorial Hospital, Dingwall

Hospitality Supervision, Level 3

Maureen McFadyen, Raigmore Hospital, Inverness

Management, Level 3

Claire McGillivray, New Craigs Hospital, Inverness, Joanne McCreath, New Craigs Hospital, Inverness, Lynn Lawrence, Raigmore Hospital, Inverness, Emma Macintosh, Raigmore Hospital, Inverness

Management, Level 4

Dorothy Cripps, Recovery Unit, Raigmore Hospital, Inverness, Bob Hanna, Theatres, Raigmore Hospital, Inverness, Brian Beattie, Raigmore Hospital, Inverness, Marshillie Campbell, Caithness General Hospital, Wick

Payroll Administration, Level 2

Frances Hickman, Pay Unit, Assynt House

Providing Security Services, Level 2

John Keil, Raigmore Hospital, Inverness, James McDowall, Raigmore Hospital, Inverness, Thomas McFadyen, Raigmore Hospital, Inverness, David Penman, Raigmore Hospital, Inverness

User IT, Level 3

Tracy Beauchamp, John Dewar Building, Inverness

Work is progressing at a steady pace with the New Intranet platform. Several meetings have taken place with current site owners and prospective site owners. Information is being migrated as appropriate and policies have been written in preparation for site publishers saving information to their

own areas.

A considerable amount of background technical work has been done and this is still in progress.

The first phase of this project remains on target for launch in Spring 2008
Project Manager, Susan MacLean.

Scottish Health Survey

The 2008 [Scottish Health Survey](#) begins at the end of January 2008 and finishes in December 2008. This important study collects information about the health of adults and children in Scotland and factors that can affect people's health. A collaboration of the Scottish Centre for Social Research, the Department of Epidemiology and Public Health at University Col-

lege London and the Glasgow MRC Social and Public Health Science Unit are conducting the study on a random sample from the Post Office's list of addresses. A letter outlining the survey is sent to in advance of an interviewer calling at the address; cooperation is entirely voluntary. All adults (16+) and a maximum of two children are invited to take part.

The Scottish Patient Safety Programme



The Scottish Patient Safety Programme aims to transform patient safety in the acute care setting by working on the implementation of strategy, structure and clinical interventions, using a process driven approach. The SPSP was officially launched by a 3 day learning session event in Glasgow in January. NHS Highland was well re-presented by the attendance

of 30 delegates. Raigmore hospital has four front line teams currently participating in the first phase of work: Critical Care (ITU), Medicines management (ward 7C), General ward (ward 6A) and Perioperative (Theatres and Ward 5C). Caithness General, Belford Hospital and Lorn & Islands are at present completing the required Pre-Work. For further information: please view our first SPSP Newsletter (on Intranet), visit www.ihl.org Or contact Maryanne Gillies, Clinical Risk Manager (Maryanne.gillies@haht.scot.nhs.uk)

NHS Mail

First of all the NHSmail Team would like to thank all staff who have been migrated over to NHSmail for their co-operation. The NHSmail Project Team is continuing to migrate staff within Raigmore and will move out into the community during mid February.

Training materials for NHSmail (Outlook front end and the web version) are available via the Intranet under 'Quick Links', 'NHSmail Project', 'Training'.

The Training Department are also running 'Introduction to NHSmail' courses on 27th Feb-

ruary and 20th March in the Annexe at Raigmore. To book a place please contact the Training Department direct on (01463) 257500.

Please make use of the training available as this will assist you greatly during the migration process.

For additional information, please contact Sarah Holt, Project Officer – email: sarah.holt@nhs.net Tel: (01463) 706323

18 Weeks: The Referral To Treatment Target for NHS Scotland

The Scottish Government has set out the vision for a stronger NHS which will make better use of NHS capacity to deliver quicker treatment. A major element is a new national waiting time guarantee—"a whole journey waiting time target of 18 weeks from general practitioner referral to treatment... by December 2011."

NHS Highland has made good progress in reducing waiting times over the last few years and work is underway with the Scottish Gov-

ernment to manage the necessary early steps in preparation to meet this whole-journey standard.

More information about this new standard will be published in the Team Update.

CHI

Please always remember to use CHI on all Correspondence & Case Records. NHS Highland is working towards **97%** compliance of CHI by 31st March 2008.

North of Scotland Eating Disorder Inpatient Unit

The Board has agreed to support the development of an Eating Disorder inpatient unit for the North of Scotland, with preferential access for patients from NHS Grampian, NHS Highland, NHS Orkney, NHS Shetland, NHS Tayside and NHS Western Isles, based at the Royal Cornhill Hospital.

The proposal would see the development of a tier 4 facility of adults with a severe eating disorder for the North of Scotland and would allow the mainland NHS Boards to save significant costs from current spend and improve the quality of care provided by inpatients services. This facility will augment locally based services and provide specialist treatment for those most at risk. It is intended that there will be 10 places for North patients.

NHS Boards will need to invest £437.5k capital towards ward upgrade and equipment

and a recurring investment of £1146.5k for the In-Patient Unit. There are potential additional recurring staffing costs of £176.6k associated with the implementation of the Intermediate Care facility. The costs will be shared between Boards on the basis of historical usage.

There are currently no NHS inpatient facilities for adults with an eating disorder in Scotland, with these services currently being provided by the private sector. Two private facilities exist: The Priory in Glasgow, which will admit patients aged 16 and above and The Huntercombe, which will admit younger patients. This proposal will allow the mainland Boards to release circa £2.1 million from current spend with the private sector and achieve significant savings in the region of £1m.

Healthy Weight Strategy

The Board has endorsed the [Highland Healthy Weight strategy](#) which had been developed in response to calls for action on overweight and obesity from the World Health Organisation, the Scottish Government and in response to local need. There are a number of initiatives and plans which are already contributing to obesity prevention and treatment in Highland and Argyll and Bute Council area, including Argyll and Bute Food and Health Strategy, Food First (work with those on low incomes in Inverness), 'Hungry for Success' (improving

food in schools). The aim of this strategy is to promote healthy weight among the people of Highland and Argyll and Bute Council areas by working towards targets to improve diet and physical activity levels, as well as providing a framework for action on the environment in which people live and the treatment of overweight and obese individuals.

The Board has placed considerable emphasis on the need for children to undertake regular exercise and have access to play space.

Letters to NHS Highland



"I should like to thank you and all your staff for your recent care of my very elderly aunt who was transferred to you from Campbeltown. It was such a relief that was afforded good, practical and realistic care. The ward sister who spoke to me on the telephone, the night nurse and the SHO were just excellent communicators and very practical, each with a common sense approach."

Patients Relative from Leeds

"I am the person who came to your hospital late with a broken wrist. I would like to take this opportunity to thank the hospital staff for their care and consideration shown to myself and my wife at this time, and to thank Dr Jowett at the Carbost Medical Centre for her help.

Once again, many thanks."

Patient from the West Midlands

"I wish to let you know that when I was admitted to the Rosebank Wing recently I had excellent care and attention from all staff. I am most appreciative."

Patient from Wick

"I was out for a run on the canal banks when I had a funny, non-

specific feeling something strange was happening in my chest.

When I got home I rang Ardlarich surgery and they immediately gave me an appointment with Dr McKeith. Despite my not being able to identify what was wrong he arranged a visit to the Cardiac Clinic. There they discovered I have mild angina and I now have pills and potions galore and a puffer if there is any pain.

I write to say I had absolutely first class treatment from surgery to treadmill and final signing off, a slick and seamless operation which still managed to be caring and personal. I would be grateful if you would pass on my sincere thanks to all those who made my visit to Raigmore such a rewarding experience."

Patient from Inverness

"I am writing to convey my utmost thanks to your wonderful hospital staff. After being seen by the A&E department I was taken up to Ward 3A. There I was given caring and concerned treatment by the ward staff before being taken down to theatres where Mr Baird and his staff completed the operation. I am now

completely healed and back at work.

Please convey my thanks to the professional caring staff that looked after me."

Patient via the website

"I visited the Blue Dolphin Restaurant whilst waiting for my husband to return from theatre. I was tired, worried and not really thinking about getting something to eat. One of your staff came to see if there was anything she could do to assist me. She took me to find what I needed and carried my tray to a table. Her kindness in looking after me was unexpected and greatly appreciated. I saw her again that evening, she was obviously busy but remembered me and enquired if I was alright.

Such concern and care did a great deal to help me at a difficult time. In a hospital environment there will be many people who need a kind word as much as they need food or drink and she should be commended on her sensitivity in recognising this need and doing far more for me than I would have expected."

Patient's Relative from Lybster

Staff Travel Survey

NHS Highland is a major employer in the area and generates a significant level of traffic with staff, patients, visitors and deliveries. Travel Plans for highly populated areas are being developed, to offer a package of measures aimed at promoting sustainable travel within the organisation.

Staff Travel Survey

A survey is being conducted to find out about your journey to work and seek your views on improvements for you.

Please use the following link to access the survey:

http://www.surveymonkey.com/s.aspx?sm=e9BujtD_2b5GVaHCu80pyyOA_3d_3d

Measures to promote sustainable travel and improve your journey include: **Cycle to Work Scheme**

Cycle to Work Scheme

A reminder to all staff that the Cycle to Work Scheme is now up and running.



Benefits include big savings on the cost of a new bike and safety equipment. from a choice of local bike shops, the Cycle To Work Scheme is flexible, affordable and tax-free. The scheme closes the 10th March, all quotes to be submitted by then.

Register at www.cyclescheme.co.uk/voucher/nhsh

For more information check the intranet Travel Planning link.

HDLs

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

These are also linked from the Intranet News section.

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

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

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

Look out for our Stop Smoking Service Promotional Day coming soon!

Submissions by 3 March for the next Team Update please.

Forthcoming Events:

NHS Highland Board Meetings 2008

4 March Inverness

1 April

6 May

Management Development Network

Events in Highland in March, May and June.

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

Shifting the Balance

International Making it Work Conference

Aviemore 12 & 13 May (celebrating International Nurses Day)

Flyer, booking details and abstract call on our website.

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

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

Working together for a healthier Highland 17 March Caley Thistle Stadium

A conference on the benefits of employment on health and wellbeing. Rosemary.mcleod@nhs.net

Equality & Diversity Training

Management Development Programme Level One

Module: Equality and diversity in practice

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

Fort William 20th march 2008 1.00 – 4.00pm

contact Marie Gilbert on 01463 704826

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

Get WISE Staff Briefings

Caithness General, Wick, 10.30am 12 March

Dunbar Hospital, Thurso, 1.30pm 12 March

Lairg 13 March tbc

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

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

Advertise your event here: Contact Erin Greig 01463 705771 or Ruth Cleland ruth.cleland@haht.scot.nhs.uk

eLibrary www.elib.scot.nhs.uk

Have you registered yet?