

Team Update



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New Chairmen for Mid and North Highland Community Health Partnerships



The Mid and North Highland Community Health Partnership (CHP) Committees now have new chairmen.

Okain McLennan (pictured left) has taken over chairmanship of the Mid Highland CHP, which covers Skye, Lochalsh, Ross, Cromarty, West Ness and Lochaber, and Colin Punler (pictured below left) is the new chairman of the North Highland CHP, which covers Caithness and Sutherland.

Mr McLennan, who is a member of the Standards Commission of Scotland and is on the board of HITRANS, stressed the importance of working with local communities.

He said: "I'm very pleased to take on the role of chair of Mid Highland Community Health Partnership (CHP). "We face a number of challenges ahead, in common with the rest of NHS Highland, and I look forward to helping our organisation meet these challenges whilst continuing to deliver quality care to every person.



"It is critical that we communicate and work effectively with our communities on the changes ahead in shifting the balance of care nearer to home. I look forward to meeting all involved over the next few months."

Mr McLennan is also a non executive member of the NHS Highland Board and chairs the Control of Infection Committee, the Audit Committee and the Formulary Committee.

Mr Punler promised he would encourage the committee to look beyond the fixtures and fittings, such as buildings and bed numbers, and focus on the outcomes.

He said: "The committee's role is to provide reassurance that the health and care needs of the public are being maintained. It's the management's role to put in place the services that achieve those outcomes."

But he pointed out that they needed to ensure that this was done as efficiently as possible to make the best use of the available resources to provide the best possible care, to as many people as possible and as close to their homes as possible.

Mr Punler said: "I feel very privileged to have been asked to take on this role at a time when the NHS is embarking on some of its most significant changes for many years.

"In the last 10 to 15 years, we've seen remarkable improvements in outcomes for patients, with more people living longer, more people being treated sooner and the general health of the population rising.

"This has been made possible by substantial increases every year in funding. It's allowed the NHS to invest in new technology and medicines, as well as enhancing the skills of professionals.

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“The costs of those improvements are continuing to rise. But the recession means we will not see the sort of increases in funding that would have sustained these improvements in the past.”

He added that this meant getting better value out of the money the NHS already has, to consolidate and build on the gains of the last few years.

Mr Punler said: “It will mean doing things differently and becoming more innovative to achieve the same outcomes or better for patients.”

Mid Highland CHP General Manager, Gill McVicar, and Sheena Craig, who is General Manager of North Highland CHP, welcomed the new chairmen and thanked the outgoing chairs - Ann Bethune for Mid Highland CHP and David Alston for North Highland CHP - for all their hard work and support during their terms of office.

South Skye and Lochalsh healthy living project

Keeping people fit and well is the aim of a two-year NHS Highland project that is taking place in South Skye and Lochalsh.

The Well North project is funded by The Scottish Government and is looking at the use of an anticipatory care approach to reduce health inequalities in remote and rural communities to promote healthier lifestyles and to help people reduce the risk of major health problems in the future.

The pilot project is being run in conjunction with the four medical practices at Broadford, Kyle, Sleat and Glenelg.

A survey is currently being carried out in these areas to find out how local residents access and prepare their food and keep physically active.

It is also looking at whether they are happy with the opportunities for exercise and other activities available to them or whether what is taking place can be strengthened and supported so it can be sustained by the community in the long term.

Feedback from this survey will help shape the Well North activities that will be planned and rolled out across South Skye and Lochalsh during the next 12 to 18 months.

Well North project Leader, Sarah Bowyer, who is a Public Health Dietician, said: “Keeping well is not just about adding years to life, but adding life to years.

“This is a different way of working. It is not a prescriptive way of telling a community how to live, but working with a community to strengthen positive lifestyle habits and increase opportunities for more.

“We are already aware of some wonderful examples in South Skye and Lochalsh of groups and communities working in such a positive and supportive way.

“We would like to document these examples so that they can be suggested to other communities as possible ideas and options that may also work for them.”

Anyone wishing to become involved in the project or wanting further information should contact Sarah Bowyer at Kyle Health Centre 01599 530945.

From the editor ...

Welcome to the March issue of Team Update, NHS Highland's staff newsletter and a Happy New Year to you all.

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 and/or photos for future

issues, please email the Communications Team via the email address on the NHS Highland Website: nhs.highland@nhs.net or contact Christina.macdonald1@nhs.net

Deadline for copy: 16th April

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Caithness General Hospital receives prestigious UNICEF award

Caithness General Hospital has been awarded the prestigious Baby Friendly Award and is the latest UK health facility to win international recognition from UNICEF (United Nations Children's Fund).

The award was today (Friday March 19) presented to staff at the Henderson Maternity Unit at the hospital by Theresa McElhone, who is Professional Officer for UNICEF UK Baby Friendly Initiative in Scotland.

NHS Highland Infant Feeding Advisor, Karen Mackay, said: "This is a huge achievement for Caithness General Hospital, which joins Raigmore Hospital as an accredited Baby Friendly Hospital in NHS Highland.

"Breastfeeding is the very best start in life that you can possibly give a baby and can reduce the likelihood of serious illnesses for both mother and child."

She explained that benefits for the baby may include reducing the risk of obesity and diabetes. For the mother, they include a reduced risk of developing breast cancer and ovarian cancer.

The Baby Friendly Initiative, set up by UNICEF and the World Health Organisation, is a global programme, which provides a practical and effective way for health services to improve the care provided for all mothers and babies.

In the UK, the initiative works with health professionals to ensure that mothers and babies receive high quality support to enable successful breastfeeding.

The award has been given to Caithness General Hospital after a series of assessments by a UNICEF team and has demonstrated that the recognised best practice standards are in place.

Mrs Mackay said: "All staff within the Caithness Maternity Unit and community worked very hard to achieve the extremely high standards of care expected from UNICEF and should be commended."

Anyone wanting more information or support with breastfeeding should contact NHS Highland's infant feeding advisors Karen Mackay or Janet Kellock on 01463 704842 or by email at Karen.mackay3@nhs.net or Janet.kellock@nhs.net.



Above: Theresa McElhone, (left), UNICEF's professional officer for Scotland presents the award to the baby friendly trainers, from left, midwives, Pam MacBeath, Margaret Hart, Caroline Steven and Avril Andrew.

Extra breastfeeding support for new mums on leaving hospital

Women leaving hospital after having a baby in the NHS Highland area will soon start receiving telephone calls from mums who have breastfed their own children offering help and support from someone with firsthand experience.

A group of 12 Easter Ross mothers, who responded to an appeal for mothers to train as volunteer breastfeeding peer supporters, have just completed a four-week training course held at the Averon Centre in Alness.

This training will enable them to offer support to post-natal women after they leave hospital to help them breastfeed successfully.

NHS Highland Infant Feeding Advisor, Karen Mackay, said: "This is an exciting venture. The Alness group have been so eager and keen to train as peer supporters and help to support other women who wish to breastfeed.

"Breastfeeding can be difficult and sometimes a friendly voice and correct advice is all that is needed to overcome a problem and these girls are the ones to do it."

The training has been delivered by Caroline Deacon, of the National Childbirth Trust, in accordance



Above: Hazel Boswell with Lola

with public health guidance on improving the nutrition of pregnant and breastfeeding mothers and children.

The course involved four training sessions, each lasting four hours, with an additional six reflective sessions. The volunteers have also had to undertake all NHS Highland mandatory training and attend corporate induction sessions.

Karen stressed that the support offered to mums soon after they leave hospital by the volunteer peer supporters would be additional to the help and advice they already receive from their healthcare professionals.

The volunteers also plan to attend parentcraft sessions and are hoping to set up local breastfeeding support groups.

Karen said: "Another group of volunteer peer supporters is currently being trained in Inverness and further groups from Golspie, Wick and Fort William will start their training next month so, as they progress, more mums in the NHS Highland area will receive support via this network.

"Mothers, who are breastfeeding, particularly for the first time, often find it helpful to be able to discuss their experiences of breastfeeding and get support and advice from women who have experienced it themselves."

Hazel Boswell, of Culbokie, who is one of the volunteer peer supporters, said: "I always knew I would breastfeed when I had a baby as I believe it is the natural thing to do.

"I want to become a peer supporter because I think it will be nice to help people who are finding it hard to find out how rewarding it can be for the mum, as well as being best for the baby."

New joint plan for community care services

The Highland Council and NHS Highland are putting together a new joint plan for community care services for the next three years. Getting the views of professionals and people who use our services is an essential part of developing of the Plan. We have put together a series of consultation documents which are all available from the joint website of the Highland Community Care Partnership. If you have an interest in community care as a professional, service user, or carer, click on the link www.fhcommunities.org to take part, or telephone 01463 702 807 to request paper versions of the consultation documents.



Purchase of equipment for attachment/installation to a PC/Laptop.

Introduction

Due to the introduction of CEL 45 (NHS Scotland Mobile Data Protection Standard) and the imminent installation of additional software that will enable us to further comply with the regulations required. It is essential that the following procedure is followed to ensure that items purchased will work with existing systems and that they will not be damaged or disabled by the new software.

Procedure

Where staff have a requirement to purchase equipment which may be attached/installed to their PC/ Laptop e.g. Projectors, cameras etc then the following procedure should be followed.

Prior to purchase the e-Health department must be consulted to check that there are no compatibility issues. After this consultation and once supplied with your TP number the items will be purchased through the e-Health department.

Failure to comply with these procedures may result in the device being made unserviceable when attached to the PC/laptop

No Smoking Day – help for Highland smokers who want to quit



No Smoking Day - Wednesday March 10 - provided a good opportunity to give smokers across the Highlands the chance to find out more about the help available from the NHS Highland Smoking Cessation Service if they want to quit the habit.

NHS Highland Smoking Cessation Advisors manned stands in public places across the region speaking to anyone who wanted to find out more about stopping smoking.

They also offered smokers “breath tests” to see how much carbon monoxide they had in their body, handed out leaflets on smoking and quitting and arranged referrals and appointments for those who wanted support to give up.

Eve MacLennan, who is Smoking Cessation Advisor for Ross, Cromarty and West Ness had a stand at the Robertson Health Centre in Alness in the morning and at the Health Centre within the County Community Hospital at Invergordon during the afternoon.

She said: “It went really well. The stand attracted a lot interest in both places. There was more interest in Alness than Invergordon, but that was only because the GP practice in Alness was busier.

“It was a great opportunity for anyone who wanted to give up smoking to come along and have a chat so I could tell them about the support that is available, such as free, confidential help and advice and prescriptions for nicotine replacement therapy (NRT).

“Smokers who attend the smoking cessation service and who use NRT are four times more likely to successfully quit smoking than those who go it alone.”

She pointed out that people usually stop smoking for health reasons - either for their own health or because they are worried about the effect it is having on their children or grandchildren - and to save money, but it has to be when they are ready to do it for themselves.

Ms MacLennan said: “Stopping smoking has immediate and long-term health benefits - it prolongs life no matter what age you are when you decide to stop and smokers who quit for good before the age of 45 can avoid symptoms of restricted lung function for the rest of their lives.

“Smoking is also a very expensive thing to do, especially at a time when money is tight. Smoking 20 a day at an average cost of £5.50 per pack costs more than £2,000 per year.”

Other NHS Highland events for No Smoking Day included manned stands in supermarkets at Inverness, Wick, Broadford, Portree, Kyle and Fort William and at Dr MacKinnon Memorial Hospital at Broadford and the Highland Council Service Point at Grantown.

Claire Macphee, who is Smoking Cessation Midwife for Ward 10 at Raigmore Hospital, said: “We had a good response to the stall at the Co-op in Inverness and we felt it reached the appropriate target group.

“Unfortunately we did not see any pregnant women that day, but there were 14 referrals into the service, which have been passed on to the appropriate Community Health Partnerships (CHPs) - 12 for South East CHP and two to Mid Highland CHP.

Fort William Smoking Cessation Advisor, Joanne Barnett, held a No Smoking Day stall at the town’s Morrison’s store. She said Morrison’s had not been as busy as she had hoped, but there had been some interest from the public and, in particular, a few smokers who wanted to try to quit.

Margaret Garner, who manned a stand at the Highland Council Service Point at Grantown, said seven smokers joined the smoking cessation service at the event.

And Sara McCann, who held stands at the Co-op in Portree on No Smoking Day and at the Co-op in Kyle of Lochalsh the previous evening, said she had a good response at both locations and took details of 14 referrals at Portree and four at Kyle.

Susan Birse, who is NHS Highland's Senior Health Promotion Specialist for Tobacco Control and Workplace Health, said: "The service is available throughout the whole of the NHS Highland area and is there to support smokers who wish to stop smoking, not to preach to those who smoke.

"If you've tried to stop smoking before and not been successful, don't let this put you off. The only failure is when you stop trying to stop."

Smokers who wish to quit can get help by calling Smokeline on 0800 84 84 84. It is open from 12 noon until midnight seven days a week.

Roll-out of the Scottish Bowel Screening Programme to North Highland

NHS Highland this month held an event at Wick in Caithness to mark the roll-out of the Scottish Bowel Screening programme to Caithness and Sutherland.

Bowel cancer - cancer of the colon and the rectum - is the third most common cancer in both men and women, with more cases diagnosed among men than women.

Each year, around 3,400 new cases are diagnosed in Scotland, with around 1,500 people dying of the condition every year, and evidence shows that this simple test will save around 150 lives per year.

The screening programme has been implemented in a phased fashion across Scotland and was launched in NHS Highland on December 1 last year.

Men and women aged 50-74 years are being invited to participate in the programme by completing a home screening test every two years. The screening test looks for hidden blood in bowel motions which may suggest a higher chance of bowel cancer.

Most people will have a negative result, meaning that no blood was found in the samples tested. A positive result signifies that blood was detected in the samples tested. This does not mean that the person who submitted the sample has bowel cancer, although they will be contacted by a health professional so that this can be checked further.

Speakers at the North Highland event, which was held at The Medical Centre, Martha Terrace, Wick, included Consultant Surgeon at Caithness General Hospital, Paul Fisher, who gave an overview of bowel cancer, and Caithness, Sutherland and Easter Ross MP John Thurso, who spoke on his support for the programme.

North Highland Community Health Partnership General Manager, Sheena Craig, said: "We are very pleased that people living in Caithness and Sutherland can now take advantage of this potentially life-saving new programme.

"We want to let as many people as possible know about bowel screening and would encourage everyone who is sent a screening kit to use it as it could save their life. "The earlier that we catch this cancer the more chance we have of treating it successfully."

Paul Fisher, who is Consultant Surgeon at Caithness General Hospital, said: "The number of bowel cancer diagnoses and deaths due to the condition highlight the importance of the Scottish Bowel Screening Programme as screening can reduce deaths from bowel cancer by approximately 16%.

"It should be stressed that receiving a positive result does not mean the individual has bowel cancer. Around 90% of people with a positive test result will not have the condition.

"However, further checks will be carried out on people with a positive result. This will enable those with bowel cancer to be diagnosed and treated as early as possible, improving the chances of their treatment being successful."

More information about the programme is available on the Scottish Bowel Screening Programme website at www.bowelscreening.scot.nhs.uk.

“Getting Greener”

Working with others

In January’s newsletter we made a pledge to help you as staff of NHS Highland find ways of reducing waste and cost in relation to energy – and to link with other organisations where there was mutual benefits for us all. The **Energy Saving Trust (EST)** is one such government funded organisation. They are set up to help people help themselves in all things Energy. In discussions with them it was clear there were three main areas we could help promote and also get assistance from them for the NHS Highland staff -



Energy Assistance Package - This new initiative by the Scottish Government is aimed at those families who struggle to heat their homes, particularly during this recent cold spell. EST state “The package is a new approach to helping people save money and save energy and provides real benefits – from cost savings on gas and electricity, to home insulation or even a whole new heating system.”

Finding out more couldn’t be easier just call your local Energy Saving Scotland advice centre (free from landlines) on **0800 512012** or visiting www.energyassistancepackage.com you can find out about the offers that may be available, including:

- Energy advice – to find out how to make your home as energy efficient as possible – that can save up to £300 a year.
- Help to find out if you are entitled to more money through benefits or tax credits - some people have discovered that they could get up to £1000 extra a year.
- Help to switch to the lowest-cost gas or electricity rates – which can save up to £100 a year.
- Free loft or cavity wall insulation for eligible people
- Other measures such as additional insulation, central heating and renewable heating systems.

Eco-Driving – Is driving a big component of your job/your team? This is a short course using a simulated driving experience that teaches you how to drive better and more fuel efficiently. Small teams or part of teams can be considered and initial trials of this suggest around a max. of 20 staff. If you have less – no problem, want to do a Community Team or a full building (e.g. John Dewar) – the more the merrier! The emphasis is on fun and learning with the serious benefit of reduced fuel consumption for us all. Whatever your wants please contact me on the details below to discuss further. Why is it important? The EST estimate that if all UK drivers were to cut their total journeys by **five miles a week** we would save **2.7 million tonnes of CO2** each year

Home Energy Checks – a start to reduce your bills and have a more energy efficient home starts with understanding. This short questionnaire can be accessed from the local Energy Saving Scotland advice centre or via the Energy Saving Trust website, and takes probably less than 10 minutes to complete. This allows the EST to target options for you and access all available support. This is a nil-cost support free to all with no commitment to further actions.

Useful Websites

Since saving energy and waste generally saves money, most people are interested in doing something. The difficulty is where to begin? At times there appears to be too much information and it is easy to get lost. A few sites that have found to be of great interest and useful are identified below –

Energy Saving Trust - www.energysavingtrust.org.uk/

Scottish Government (information site) - <http://www.infoscotland.com/gogreener>

Newsletter Themes

The table below identifies the intentions for articles and subject matter in the coming months. The more information we have, the better the quality of article we can provide. If you wish to contribute, or advise on areas we may want to pursue, please do so via myself on Gordon.macdonald1@nhs.net or direct dial – 01463 703778.

Month	Topics
April	Transport, Cycle Scheme, Car sharing & video-conferencing
May	Renewables, Community wide initiatives & 2009-10 Energy Tables within NHS Highland.
June	Council Initiatives & our joint working on Energy & Environment

Myth Busters

The following are a couple of statements which have not helped in the drive to reduce wasted energy. Don't be fooled they are untrue and generate waste –

Myth: *"Turning up the thermostat beyond the desired temperature gets the room warmer, faster"*

Fact: this only raises the temperature of the room beyond that desired, the time to get to the ideal temp is the same and the rest is wasted.

Myth: *"It costs less energy to keep the light on than to switch it on and off when needed."*

Fact: a light fitting in general only needs the power to run and there is no start up or power down loss to consider.

Better chemotherapy facilities for Skye

The chemotherapy room at the Dr MacKinnon Memorial Hospital at Broadford on Skye has been relocated within the hospital to improve facilities for patients attending for chemotherapy.

Kate Earnshaw, Clinical Services Development Manager for Skye, Lochalsh, Ross, Cromarty and West Ness, explained that the previous chemotherapy room was in the main thoroughfare of the wards, had very little natural light and no separate waiting area. It has now been moved to a more suitable location and was officially opened last month.

Mrs Earnshaw said: "We have moved the clinical area for chemotherapy to ensure we continue to meet clinical standards, such as infection control, and to secure the future of service provision in the area."

She explained that the old dental suite had been transformed to facilitate this service.

Dental services paid for fabric of the room to be "made good" after the dental equipment was removed and Macmillan Cancer Support provided funding for it to be redecorated and refurbished.

Mrs Earnshaw said: "Fundraising locally has always supported Macmillan with the hope that we could eventually develop a chemotherapy

suite in Skye and Lochalsh, and we are delighted that this will go some way towards realising this.

"The new chemotherapy room is larger than the old one, it is also lighter and has it's own waiting area. The small clinic room next to the chemotherapy room will double up as a consultation area for patients and clinicians.

"Both areas are now out of the direct patient flow for the main ward areas, which has improved privacy and patient confidentiality.

"This is a vast improvement on the facilities we have had with a more conducive clinical area for patients to attend for treatment."

Macmillan Cancer Support's director for Scotland, Elspeth Atkinson, welcomed the opening of the new chemotherapy room.

She said: "If you're diagnosed with cancer, the physical environment in which you are treated is vital to your wellbeing and this improved facility will provide a much more comfortable experience for chemotherapy patients on Skye.

"It is thanks to the tremendous generosity of local people that it has been possible to open this facility and, by working together with our Skye and Lochalsh supporters and with NHS Highland, we will continue to look for ways to help people affected by cancer."

Child health improvement programme launched in East Sutherland

The NHS Highland dental service launched Childsmile - a national programme designed to improve the oral and general health of children in Scotland – in East Sutherland last month.

Childsmile is also aimed at reducing inequalities, both in dental health and access to dental services.

The programme, which has been operating successfully in Caithness for more than a year, has now been rolled out to the East Sutherland area and was launched at a Weaning Fayre at Golspie Community Centre.



The fayre was held at a weekly coffee morning for local mothers organised by the charity Family First, which supports families in specific rural areas.

Families are invited into the Childsmile programme by their Health Visitor.

Those taking up the opportunity then receive support from their Oral Health Support Worker, who explains the benefits of the programme and helps families establish good oral hygiene and healthy eating and drinking habits from an early age.

Children are offered registration and seen regularly by a dentist from the age of about 12 – 18 months.

David Babb, who is Senior Dental Officer for Health Improvement, said: "Regular dental visits help very young children get used to the sights, sounds and smells of a dental practice.

"Preventative advice and information offered by the Childsmile Team enables families to give their child's teeth a healthy start - these first teeth are important for children's speech, eating and smiles."

Fluoride toothpaste, baby toothbrushes and free-flow cups are provided throughout the programme.

The Childsmile Programme also offers parents the opportunity to have protective fluoride varnish painted on their children's teeth at nursery, school and/or at the dentist.

The weaning fayre was held to help mothers understand the importance of introducing healthy foods right from the time they start their babies on solid food.

Jennie Rawlins, who is Public Health Practitioner for Healthy Weight with North Highland Community Health Partnership, said: "Weaning is a time for learning about food so it is an excellent opportunity to gradually introduce your baby to a variety of healthy, fun and delicious foods.

"We hope the families who attended this weaning fayre will be tempted to try the tasty recipes with their babies and learn more about the advice and support that is available to them at the weaning stage of their babies' development."



February was National Heart Month and a number of people throughout NHS Highland took part in fundraising activities to raise awareness.

Activities included a raffle run by Sylvia Fraser (pictured below) at Raigmore Hospital and a cake and candy sale run by the Medical Physics staff, also based at the hospital, raising over £400 for the British Heart Foundation.

Assynt House in Inverness also got in on the act with Juliann Mackay, main reception, organising a wear it red day and raffle raising over £300.

Congratulations and many thanks to all staff who did take part.



NHS Highland Occupational Health employee rehabilitation service

In 2007 NHS Highland OHS was one of the first Boards to implement OHSxtra, an employee rehabilitation service and early referral system. Since 2007 the service has continued to develop and expand and has recently received National recognition by being shortlisted for a National Occupational Health Award for managing stress and mental health.

The employee rehabilitation service is designed to help NHS employees who are experiencing on-going health problems to get support and treatment that will help them return to work or avoid taking sick leave by providing rapid access to a dedicated network of services within the department, including physiotherapy, occupational therapy, occupational health and psychological support. In 2009 we had 1328 referrals, clients were either given advice over the phone or referred to one of our dedicated specialists.

Who is it for?

If you are an NHS employee whose ability to work is hindered by an ongoing health problem, or you feel that there are reasons that may cause you to be unable to carry out your job NHS Highland OHS can help you.

If you are responsible of managing staff attendance there are times when a referral to a specialist occupational health practitioner is essential to support the management of sickness absence or the identification of work related health problems.

How does it work?

Access to the service can be made via NHS Highland intranet using the Occupational Health online management/self referral system or by contacting our receptionist on ext 4499 who will guide you through the referral process.

Each person accessing this service will be contacted by telephone by a Occupational Health Advisor (OHA) for initial assessment to identify what support you may require.

Occupational Health Advisors

The OHA will help find the right treatment, guide the individual and help them get back to work if they are absent. They are trained to deal with issues relating to health and employment, and will carry out an assessment to identify the problem areas that are contributing to your work-related difficulties or that could form a possible obstacle to your return to work. They will also liaise with line managers and HR departments if there are any workplace issues that are affecting your health and wellbeing.

Occupational Health Physiotherapy

The aim of Occupational Health Physiotherapy is to provide support to staff to manage any musculoskeletal problems that are adversely affecting their ability to perform their job effectively.

In NHS Highland, the Occupational Health Physiotherapists achieve this by:

- Providing specific, individual bio psychosocial assessments, treatments and work focused rehabilitation programmes for staff with musculoskeletal problems.
- Carrying out individual ergonomic work site assessments for staff with ongoing musculoskeletal problems.
- Arranging, where appropriate, transitional work adjustments or return to work plans. Encouraging open and early communication with all the key players, eg Managers, staff and health professionals.

Psychological Support

With 1 in 6 individuals likely to develop mental health problems NHS Highland OHS has developed a system to ensure quicker access and appropriate level of intervention for individual's experiencing mild to moderate mental health problems. Having recently being shortlisted for a National Occupational Health Award for introducing a tiered approach the service ensures individual's are assessed and referred to appropriate level of intervention. Individuals are offered guided self help,

CBT skills or self esteem courses or one-to-one therapy within the department. Some individuals are referred for specialist services out with the department.

Occupational therapy

Occupational Therapy intervention is aimed at supporting individuals to perform their work duties safely with a reduced risk of aggravating any existing medical condition. Providing objective information about a client's functional capacity and how it impacts on their ability to perform their work duties.

There are 3 types of assessment currently offered by the Occupational health OT service:-

Jobsite evaluation – carried out at the place of work

Worksite evaluation – assesses the client's potential to perform their work duties

Career Search – often completed following a worksite evaluation

Funding approved for new health centre in Easter Ross

NHS Highland has welcomed the Scottish Government announcement this month that funding of £1.02million has been awarded towards a £7million project that will provide a new health centre in Easter Ross.

Plans for the new health centre in Tain still have to go through a formal approval process but it is hoped that this process will be completed this calendar year.

The facility will replace the present health centre in the town with new, larger premises which are fit for purpose and will enable the delivery of an increased range and level of services to patients.

It will bring General Dental services together with other Primary Care services in one facility which is energy efficient and with full disabled access throughout.

And it will provide a one stop shop for all Primary Health Care needs.

The health centre will be used for community screening programmes and will offer increased health improvement opportunities, improved and increased dental services, increased physiotherapy services, an extended range of minor surgery, the provision of a fuller Family Planning Service and extended community nursing services.

Alison Phimister, who is Locality General Manager for Skye, Lochalsh, Ross, Cromarty and West Ness, said: "Mid Highland Community Health Partnership is very pleased to have been awarded this funding to take the planning and ultimately the delivery of a new health centre for Tain a significant step forward.

"The money will be used for site purchase and the design and development of the detailed plans with the GP practices, dental services and the community team."

Once the approval process has been completed the project will then be handed over to the hub to deliver.

The £1.02million was awarded by the Scottish Futures Trust as part of the £13million start-up funding for the first tranche of hub initiative projects, valued at more than £130million.

Scottish Futures Trust is a Government-owned company set up to improve public infrastructure investment and the hub initiative, led nationally and supported locally by the Scottish Futures Trust, aims to deliver new community infrastructure worth more than £1billion over the next 10 years.

The hub brings community partners, such as health boards and local authorities, together with a private sector development partner and is a catalyst towards increased joint working and the sharing of services.

The role of Independent Advocacy in providing health care

Have you ever found yourself in the position where you feel the patient or individual you are working with isn't happy about some part of their care, but is unable to tell you for whatever reason? Sometimes it can be difficult to be sure we are acting in the best interests of an individual when this may conflict with organisational needs. Have you considered whether that individual might benefit from someone else, who is able to act in an independent capacity to speak up with or for them?

Independent Advocacy is about helping people to have a stronger voice and more control over their lives. Advocates can find out what an individual actually wants to happen and can help them to communicate this effectively to the staff that is providing a service to that individual. We use independent advocates because they can support and speak up for individuals without fear of conflicting with the interests of staff providing services, or their employers.

We also gain from this process because we are then in a better position to provide patient centred care and safeguard people who are most likely to find services difficult to access. Priority groups for advocacy include people with mental health problems, including dementia; people with learning disabilities; people with ASD/Aspergers; frail older people and carers. Advocates in Highland provide support to people of all ages, including children.

Advocacy Organisations operating in Highland include :-

Advocacy Highland - individual advocacy. Tel 01463 233460
Highland Carers Project – Carers advocacy. Tel 01463 718817
Highland Users Group (HUG) – group advocacy (mental health). Tel 01463 718817
People First – group advocacy (learning disabilities) Tel 01463 718817.

We are currently in the process of updating our Advocacy Plan, which will identify what advocacy services we require to provide over the next three years. We would be very keen to hear from any staff that have had contact with advocates on your experience of this and your views, and we would also welcome any staff views on the provision of advocacy generally.

If you want any further information or have an experience that we can learn from then please contact Lynda Thomson on 01463 704791 or email on Lynda.thomson1@nhs.net.

Stroke Awareness – FAST Campaign

Over the last 18 months the NHS Highland Stroke MCN and Chest Heart and Stroke Scotland (CHSS) have promoted the use of FAST to increase the recognition of stroke symptoms as early as possible.

FACE Can they smile? Does one side droop?
ARM Can they lift both arms? Is one weak?
SPEECH Is their speech slurred or muddled?
TIME Time to call 999 if they have any one of these symptoms

On the 3rd March 2010 a feed-back event was held at Raigmore Hospital to thank all of those involved in the campaign. It highlighted the joint working between the Scottish Ambulance Network, CHSS and the NHS Highland Stroke MCN to raise public awareness of stroke and the successful implementation of FAST.

The event gave those who attended the opportunity to view displays of the local press, radio, TV coverage of the FAST campaign and to view presentations from all the agencies involved.



Knowledge and Skills Framework Update

Background...

The NHS Knowledge and Skills Framework and Personal Development Review Process (KSF) is one of three key strands of Agenda for Change (AfC).

The next HEAT target (E10) is over two years and requires 80% of staff on Permanent Contracts to have a KSF Personal Development Review and subsequent Personal Development Plan completed and recorded on e-KSF by 31 March 2011. Although this means that reviews for staff on Fixed Term contracts and Bank Staff are not reportable as part of the target they **should still receive an annual review**.

To access e-KSF an individual login and password is required details of which can be obtained from the e-KSF and Learning & Development Data Officer, Iain MacDiarmid, (01463 706721, email iain.macdiarmid@nhs.net). Although Iain can assist with login and password details it is strongly recommended that on first logging in you change your password and use the reset password function.

Focus on...

IT Skills and Computer Access

The KSF Team are aware of a couple of key issues that are preventing staff from using the e-KSF tool; computer skills and access to an internet enabled computer.

Some staff have indicated, through feedback to the KSF Team, that they are 'not very good with computers'. The e-KSF tool does require some basic knowledge of computers and while the training detailed below for Reviewers and Reviewees is extremely useful it may be hard to follow unless you have some basic computer skills.

The E-Health Department have introduced some Drop-In Training Sessions designed to help you if you: have no IT experience – and are terrified of going near a computer or, have a little experience but want to brush up on the basics. The sessions also provide information regarding skills to help you use e-KSF, usernames and passwords, useful hints and tips and also how to find out more about other computer qualifications.

For more information please contact the E-Health Department on 01463 257500 or email Highland.ltraining@nhs.net

If you are experiencing difficulties accessing e-KSF due to internet speed or no internet access, or pop ups being blocked then please contact the IT Team Leader (Siobhan Fraser 01463 257500) who will provide information and guidance to resolve the problem.

Training

Many staff are successfully using e-KSF already, some are self taught and some have participated in the training that is available through e-Health, two courses are currently available;

K1001 for Reviewees K1009 for Reviewers/Managers

For more information regarding these courses please contact e-Health on 01463 257500 or view the information on the e-Health intranet site.

It is highly recommended that prior to attending one of these courses you attend a PDP&R awareness session (or have participated in a KSF review within the previous 12 months).

The KSF Team provide short PDP&R awareness sessions with an e-KSF slant. For more information please do not hesitate to contact Paul Simmons (Learning & Development Facilitator), telephone 01463 706885 or email paulsimmons@nhs.net

Details of awareness sessions can also be found on the Learning and Development page of the intranet.

New flexitime policy

The Highland Partnership Forum has recently agreed a new policy for NHS Highland on the use of Flexitime. This has been developed in partnership, and is for immediate implementation. This supersedes all existing flexitime arrangements currently in place. The policy is available on the intranet under the Policies Library - <http://intranet.nhsh.scot.nhs.uk/PoliciesLibrary/Pages/Default.aspx>

This is the first time that an NHS Highland-wide policy on flexitime has been drawn up, and it should help to harmonise arrangements, and also set out clear rules for flexitime to be brought in, in appropriate areas, if it is not in use already. Any thoughts about introducing flexitime need to be on the basis on discussion between management and staff in the relevant area, with support from trade union reps/Personnel if/as necessary.

This is the latest example of work being developed, in partnership, by the Human Resources Subgroup of the HPF. This is a very busy group, which works primarily on producing/updating HR policy and guidance. This is a constantly-evolving field, and many of the PIN policies which we have come to know and, perhaps, love are currently being reviewed at national level – which means that they will also require to be amended for NHS Highland in due course.

Another example of recent work is the Adverse Weather policy, which has of course been in quite a lot of use over the last couple of months!

The forthcoming work plan for the Group includes a policy on compliance with Working Time Regulations, and policies about retirement and mobile phone use. It's a very varied agenda!

The HR Subgroup is chaired, in partnership, by the Employee Director and Head of Personnel, and meets monthly.

We will have further updates from time to time in Team Update as other work is progressed.

International Women's Day

You might have noticed that it was International Women's Day at the beginning of the month. Whilst this provided the opportunity for much celebration across Scotland, many women still face significant challenges. One of the issues a very large number of women in Highland are affected by is gender based violence. In the NHS we are in a unique position to respond to the many women facing abuse at home and in the community.

All Scottish Health Boards have been sent a Chief Executive's letter from the Scottish Government (a CEL) setting out what we need to do to continue to tackle gender based violence. As part of CEL 41, routine enquiry of domestic abuse for all women is expected in six priority settings. These are maternity, mental health, substance misuse, sexual and reproductive health, A&E and community nursing. Staff in mental health and substance misuse services will also be required to ask all adults about any experience of child sexual abuse. Child sexual abuse is another common form of gender based violence. Maternity, mental health and substance misuse will be the first settings to start the work

and it isn't expected to reach the other services for at least several months.

A programme of setting specific training is being developed nationally to make sure we're equipped to meet the requirements. The multi agency Violence Against Women training course on Asking the Questions will also meet the requirements, so for those staff who've already attended that, there will be no need for more training. Routine enquiry will only 'go live' in a locality once a critical mass of people is trained and we are sure there are adequate support mechanisms in place. Localities in South east CHP will be the first to take part, with the approach being subsequently rolled out to all localities across the patch.

Take a look at the Gender Based Violence Resources intranet site for more information on the CEL. This site also contains good practice guidance and other useful documents for staff.

<http://intranet.nhsh.scot.nhs.uk/Staff/GenderBasedViolenceresources/Pages/Default.aspx>

DATIX risk management system – March update

DATIXweb Incidents

Why report incidents...

Delivering training on the new electronic reporting system has provided an excellent opportunity to engage with staff and to address some of the ongoing concerns surrounding NHS Highland's incident reporting system, including why we need to report incidents and near misses.

There are multiple benefits in reporting incidents:

- Incident reporting helps identify risk areas specific to individual departments and wards. To help this process all managers with access to the DATIXweb Incidents Module have a "My Reports" section which allows them to run analysis and monitor trends in their own area on a monthly, quarterly or yearly basis. If you wish to see this information – ask your manager.
- Management of near miss incidents will reduce the time dedicated to dealing with the consequences of risk events having occurred. Examining why a near miss occurred and what can be done to prevent this from happening again will ultimately protect our patients from actual harm.

Remember – it is the responsibility of the local manager to address incidents and near misses and to put in place the appropriate action or improvements to prevent re-occurrence of the incident, unless the incident severity is noted as major or extreme – ie: resulted in permanent long term injuries or a death, these incidents are reassigned to the relevant locality / directorate manager for critical incident review.

- Identified risks that require financial and other resources will be communicated through the system and incorporated into risk action plans. Your relevant operational management team have access to every incident that occurs within their areas of responsibility.
- All operational management teams are sent quarterly incident reports which detail incident and near miss activity for the last quarter and breaks down the top 3 category of incidents reported. This report also provides a Highland-wide picture which compares data across all the operational units.
- Provides a systematic process that will allow communication of key risk areas to governance committees and the Board. Quarterly performance reports are provided to the Board and each Operational Unit on incidents and near misses.

Over and above this the data collected from incidents allows trend monitoring of incidents relating to specific groups of staff or specialty. Quarterly, six monthly and/or yearly reports are also provided to:

- The Out of Hours Group
- Medicines Safety Subgroup
- Dental Clinical Governance and Risk Management Group
- Area Nursing Midwifery Advisory Committee
- Area AHP Advisory Committee
- Lead Midwives

Feedback from incidents...

During Reviewer Training all managers have been shown a "Feedback" function in the system which allows them to feedback to you - the person reporting the incident. Managers are encouraged to use this, however if you want to know what has happened as a result of submitting an incident the easiest thing to do is to ask! Remember your manager also has access to trend monitoring for your ward / department – ask to see this.

Learning from incidents...

One of the biggest benefits of reporting incidents is so that NHS Highland encourages a culture of learning from incidents and near misses and in order to share this we need to improve how we communicate information to staff.

Therefore the Clinical Governance Support Team have developed a “Lessons Learned” section on our website. The information provided on these pages is linked to the relevant NHS Policy and Best Practice / Guidance issued from various sources such as Quality Improvement Scotland (QIS) or the National Patient Safety Agency (NPSA). This is also produced in conjunction with colleagues in NHS Highland – ie: Health and Safety, Pharmacy, Blood Transfusion etc.

“Lessons Learned” can be access via the intranet – Organisation, Clinical Governance and Risk Management. There is also a link direct from the DATIXweb Homepage.

Future Team Updates...

As implementation of the incident reporting system is drawing to a close in future editions of Team Update we will provide you with information on incidents submitted. In May, July/August, November, February issues data from the last quarter will be provided to share the NHS Highland picture. In editions in between these dates we will work with other departments to provide specials relating to categories of incidents such as disruptive, violent and aggressive incident, moving and handling, medication errors etc.

Training...

Training in the various localities has now been completed and any managers who have not yet accessed training can do this by contacting the Clinical Governance Support Team as back up sessions have been set up at John Dewar Building, Inverness and these are also available via VC to ensure that training can be accessed throughout NHS Highland.

Date	Time	Venue
7th April	10am	Anteroom, John Dewar Building, Inverness
21st April		
19th May		

Please contact Fiona Pirie, Clinical Governance Assistant on 01463 706873 to book your place on the training sessions. You must book these sessions at least 1 week before the date – a VC is available at JDB, however you will be required to secure VC facilities at your location and provide the number when booking on the sessions. Please note desktop VCs will be unsuitable for this training.

These sessions are reviewer training, however if you would like reporter awareness you can attend or VC into this session and leave after the first part.


DATIXweb Safety Alert Broadcast System (SABS)

As mentioned in the first information disseminated about DATIX the system also includes a web-based **Safety Alert Broadcast System**, which will be used to disseminate medical device alerts, estates and facilities alerts and National Patient Safety Agency Guidance throughout NHS Highland.

An Interim Procedure for the Dissemination of Medical Device Alerts, Estates and Facilities Alerts and NPSA Guidance has recently been agreed by the Risk Management Steering Group. You can access this in the Policies Library on the NHS Highland Intranet site.


Those members of staff on the existing dissemination lists for medical device alerts are currently being contacted in order to add them to the system. Separate guidance and information on this system will be circulated to relevant parties in due course.

If you have any queries concerning the implementation, please contact Louise McInnes, Project Lead on 01463 706910 or louise.mcinnnes@nhs.net



Thanks go to the Community Hospitals across Highland for their continued work on CHI compliance on referrals to Radiology.

Several sites have had 100% compliance in consecutive months, and all sites’ work is much appreciated!



**Please use the CHI number
With thanks from eHealth**

Invitation to Administrative and Domestic Staff in NHS Highland

Dear Colleague,

I am doing a research project studying the frequency of chest symptoms among NHS Highland administrative staff and domestic assistants.

I will be sending out questionnaires asking about chest health. The Chest Health questionnaire will be sent out in the next month. If you receive this questionnaire I should be grateful if you would fill it in and return it to me.

This study may improve the health of current and future staff.

The information you provide will remain confidential.

NHS Highland has given me permission to contact you.

Please contact me if you have any questions by telephone on 01463 704499 or by email: syed.nasir@nhs.net

I am grateful for your time.

Yours sincerely,

Dr Syed Nasir

Registrar in Occupational Medicine

Raigmore Hospital



The banner features a blue background with a yellow horizontal line. On the left is the University of Aberdeen logo with the text 'Version 1. (18th November 2009)'. On the right is the NHS Highland logo. The word 'Invitation' is written in large yellow letters in the center. Below this, the text reads: 'Dear Sir/Madam, I am studying the frequency of chest symptoms among NHS Highland employees.' There are two photographs: one of two healthcare workers in blue scrubs standing next to a white trolley, and another of a woman in a dark suit sitting at a desk talking on a mobile phone. The text continues: 'I should be grateful if you would fill in and return a questionnaire I will send you in 2 weeks time. This study may improve the health of current and future staff. The information you provide will remain confidential. NHS Highland has given me permission to contact you. Please contact me if you have any questions (telephone no: 01463 704499 or by email: syed.nasir@nhs.net). I am grateful for your time. Yours sincerely, Dr Nasir, Registrar in Occupational Medicine, Raigmore Hospital'

Letters to NHS Highland



"My mother had a stroke a few weeks ago and has been in ward 2A, the stroke unit, at Raigmore Hospital ever since. The care and attention she has received during this time has been absolutely first class. This is despite the staff being under extreme pressure because of the Norovirus in the wards. We mostly hear nothing but complaints about the NHS I therefore feel you should be complimented when the service deserves it."

A Patients relative by email

"While hillwalking last year U was airlifted to your hospital with what turned out to be a minor heart attack. I would like to thank all the staff in your Casualty and Cardiac Units for their care and attention. It would be difficult to select any member of your staff for particular praise but the kindness and professionalism of Nurses Shona and Nick in Casualty and Shone in the Cardiac Unit was much appreciated."

I have made a good recovery and on medical advice and guidance I have resumed unrestricted hillwalking."

A Patient from Aberdeenshire

"I would like to take this opportunity to write to you directly regarding my recent visit to your hospital.

I attended the Bignold day surgery ward for a hernia repair and, as things turned out, I had to stay the night and not leave until the afternoon the next day. I would be most grateful if you could thank all the staff for their caring and helpful attention. At every point of my time in your hospital your staff, irrespective of position, were friendly and helpful. From senior staff to cleaners, all were a credit to your hospital.

I only spent a short time at the hospital but have come away with a lasting admiration for the quality of care and professionalism of all your staff."

A Patient from Caithness

"My family and I wish to express our gratitude to the staff of Mid Argyll Hospital who were

involved in the care of my wife during her protracted illness and request that you convey our appreciation to them.

During her time of home care she had numerous visits from members of the District Nursing Unit who showed kindness and caring in their attention to her to improve her comfort.

Nurse Colette Morgan was an invaluable contact who liaised between doctors and specialist services and in an effort to relieve particularly unpleasant symptoms Douglas Philand, Community Psychiatric Nurse was employed. He too showed sincere care and compassion on his several visits.

When she was admitted to hospital the ward nursing staff at all times showed a high standard of professional care and compassion and concern to preserve her comfort and dignity. My sons and I were shown great courtesy and consideration and their attitude and helpful advice made a difficult time easier."

A Patients relative from Argyll

Vulnerable Families Pathway – Draft Framework for Consultation

NHS Quality Improvement Scotland has been leading the development of this multi-agency framework on behalf of the Scottish Government since May 2009.

They have been working with key stakeholders throughout Scotland, guided by a multi-agency steering group, to identify the key challenges and agree the actions that need to be taken.

During the consultation period they will be testing these assumptions with the service and also concentrating on identifying what support for implementation is required.

The consultation period is from Monday 8th March 2010 – Friday 11th June 2010. The framework is available on the NHS Highland intranet front page under 'Staff Announcements'. Please take the time to read and consider this framework and send your comments, as an individual or a group of professionals, using the feedback template (also available on the intranet) to vulnerablefamilies.qjs@nhs.net. Alternatively, comments can be sent to us via an on-line survey which can be found on our project website www.vulnerablefamilies.org

Feel free to share this draft framework with any relevant colleagues and ask them to also send their feedback. If you would like hard copies of the framework please contact Dawn Robb (Dawn.Robb@nhs.net / 0131 623 4743).

What's on...April

Men's Health Highland is pleased to announce a schedule for a Free Series of Public Talks on Men's Health in Inverness. Details of the last of these talks are below...

Men's Health Highland

What: Men's Health Highland - free public talks on men's health

Who: Open to all

Why: Dr Martin Wilson, Neurological disease in older age; Nurse Sharon Sutherland, men and Parkinson's Disease; Nurses Lindsay Parks and Anne Stewart, men and multiple sclerosis; Nurse June Blake, men and epilepsy; Nurses Eleanor Cattanach and Julia Moran, men and dementia.

Where and when: Friday 16th April, 09.30, Inverness Town House.

Need more? Dr Trevor Escott, Convenor of Men's Health Highland email: tescott@btinternet.com



What: Care Programme Approach Awareness Training

Who: Open to all

Why: 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.

Where and when: Tuesday 20th April, 13.30-15.30 or Wednesday 28th April, 14.00-16.00 - both in the Stuart Room, Roberston FM Building, New Craigs, Inverness

Need more? Places can be booked by contacting the CPA Office on 01463 253610 or Ext 3610 or completing the booking slip on our page on the intranet (Mental Health and Learning Disabilities page)



What: World Sleep Day

Who: Open to all

Why: The University of Glasgow Sleep Centre (UGSC) is again supporting World Sleep Day, an annual event to raise the importance of sleep for good health. This year's slogan is Sleep Well, Stay Healthy. The UGSC has an aim of raising awareness of the effects of insomnia on day to day life and are running a programme on Psychological Treatments in Behavioural Sleep Medicine Practice.

Where and when: 20th and 21st April a two day course for oncology health practitioners on CBT for Insomnia in Cancer Patients. 27th and 28th April a two day course for sleep professionals and cognitive behavioural practitioners on CBT for Insomnia

Need more? Apply online at www.glasgowsleepcentre.co.uk



What: Stroke Foundation Course

Who: For all grades of staff who regularly work with stroke patients and their families

Why: This course includes talks and interactive sessions on what is Stroke, the effects of a stroke, introduction to communication, safe swallow management and continence management

Where and when: 2 day course. 28th and 29th April

Need more? For further information or to book a place contact: Linda Campbell, Stoke Coordinator on 01463 704086 or email:

linda.campbell8@nhs.net

Psychiatrist Survey

Staff may be interested in the survey currently being conducted by the Royal College of Psychiatrists on the impact that the recession may be having on our mental health and wellbeing.

If you would like to complete the survey it can be found at the following link www.rcpsych.ac.uk/snapsurveys/recessionandMentalHealth/

Changes to Medical Certificates

From 6 April 2010, a new medical statement (also known as the Form Med 3 or "fit note") will be introduced across Scotland, England and Wales. This means that GPs and other doctors within your Health Board will be issuing patients with a new statement that will allow them to give patients, and through them their employers, better information about the functional effects of their health condition, helping them to get back to work sooner.

After 6 April all patients in need of a medical statement **must** be issued with the revised form.

Once received the new statements will be distributed amongst doctors within our Health Board in advance of the 6 April launch date. The Department for Work and Pensions and the Scottish Government have been working closely to ensure this runs as smoothly as possible and they will keep us fully up-to-date with this process.

In the longer term it is hoped to implement the new form in electronic format and work is ongoing with primary-care software providers to implement this. Subject to the outcome of commercial discussions with those providers, it is hoped the roll-out of a new electronic statement will commence in summer 2010 and further details will be provided in due course.

Information for patients will be included on the new Med3. There is no change to the patient grievance process as a result of changes to the medical statement.

Further information is available online at: <http://www.dwp.gov.uk/healthcare-professional/>

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**
- **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 . 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/bulletin2010list.htm>

eLibrary

www.elib.scot.nhs.uk

Have you registered yet?