

Team Update



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Better Together - the patients speak

THOUSANDS of people have spoken in one of the largest ever surveys of patient opinion. Overall the results for Highland are positive with 92% of respondents using GP practices rating the care they received as excellent or good and more than 90% of in-patients who replied reporting they were treated with care and respect. NHS Highland Director of Nursing Heidi May said: "Overall satisfaction with services in the Highlands are high which reflects the skill and commitment of staff in our hospitals and in general practice. It is extremely important that we seek the views of patients and that the work doesn't stop here. These reports will be studied to identify areas for improvement. This feedback from patients will help us to continue to improve the quality of our care."

NHS Highland has accepted the offer of the national Better Together team to meet to discuss our results. Over the next few months further analysis will be undertaken. It will be possible for larger hospitals to look at results at specialty or ward level, which will help staff to develop improvement plans. The Patient Experience Steering Group will be reconvened to lead on the interpretation of the findings and co-ordinate the plans. Heidi May will chair the group. The second round of in-patient hospital surveys will start in January of next year. Work already underway will address some issues including discharge planning, At the bottom of this page you'll find a summary of the highest and lowest scoring areas from the GP survey and the in-patient survey. Work that will address some of the issues raised by patients is already in the pipeline including improvements to discharge planning and the new national uniform which will make it easier to spot the nurse in charge of each ward.

NEXT month's Team Update will be a special edition on the Quality and Patient Safety Framework. If you've got some ideas about how we improve the areas with lower scores we'd love to feature them. Email susan.rose1@nhs.net

General Practice Results

Top three

99% of patients always or mostly know enough about how and when to take their medicines.
98% rarely or never felt bothered or threatened by other patients.
97% know enough about what their medicines are for.

Bottom three

88% agreed the doctor always has the information they need
87% knew enough about the possible side-effects of their medication
86% can usually see the doctor they prefer

In-patient Results

Top three

97% understood how and when to take their medicines.
96% had privacy when being examined and treated.
95% understood what their medicines were for.

Bottom three

79% were happy with how long they had to wait around once they'd been told they could go home.
68% were given help with arranging transport.
64% were told how long they would have to wait.

To see all the results from the surveys go to www.bettertogetherscotland.com

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Highlanders encouraged to take part in Scottish Bowel Screening Programme

Anyone who receives a bowel screening kit in the post is being encouraged to use it - as it could save their life.

Bowel screening aims to cut the number of bowel cancer deaths by finding early stage disease in people with no symptoms.

And, before the end of November 2011, men and women aged 50 to 74 years will be invited to participate in the Scottish Bowel Screening Programme by completing a home screening test.

Susan Russel (pictured right), 50, who works for NHS Highland as Professional Lead for Children's Services for the South East Community Health Partnership, was one of the first people in Highland to be invited to take part.



Ms Russel said: "As I have a nursing background, I was well aware of what bowel screening is all about and the importance of such tests. I am also aware of how important it is to catch and treat cancers early.

"I developed breast cancer three years ago, but was lucky enough to find it early and get treated so I had no hesitation in realising the importance of this new screening programme. You never think cancer will happen to you – but it can."

The DIY bowel screening home test kit consists of a test card and some cardboard sticks. The samples are then sent away in a reply-paid envelope for testing.

Ms Russel said: "There was never any doubt in my mind that I should do it as it was a great opportunity to get tested for a potentially life threatening illness and, two weeks later, I received a letter telling me the results were clear."

She is now encouraging other people to use the kits when they receive them.

Most people who do the test will get a negative result. However, a positive result does not necessarily mean they have bowel cancer and further tests will be carried out to discover the cause.

Nine out of 10 people with a positive test result do not have bowel cancer and for those who do there is a 90% chance of treating it successfully if the condition is picked up at an early stage.

(The full press release can be found on the NHS Highland website)

NHS Highland Partnership Forum agree uniform policies

NHS Highland Partnership Forum has recently approved two new policies which will be of interest to all staff.

The NHS Highland Standards of Dress policy applies to all staff groups and is based on national guidance. Implementation of Standards of Dress policy will ensure staff have guidance on what to wear at work to ensure their own health and safety appropriate to their job role and promote a professional appearance to the public. The policy has specific requirements for clinical staff linked to the prevention of healthcare associated infection.

The new uniform policy has been developed to support implementation of the new NHS Scotland uniform and will ensure consistent application of the new uniform across all relevant staff groups. Both policies are on the intranet under general staff policies.

Cancer signs - don't wait, don't worry, act now

Earlier this month NHS Highland launched a new information campaign to raise awareness of the signs of cancer. In Highland 1600 people are diagnosed with cancer every year and the earlier it is detected the greater the chances of successful treatment. One in three people in the UK will develop cancer during their lifetime. Cancer can develop at any age but mainly affects people aged 60 or over. More people than ever before are surviving cancer thanks to better treatment and to early detection. This is partly down to screening programmes like those for breast, cervical or bowel cancer but is also down to individuals being aware of the warning signs. Cancer Network Manager Christine McIntosh said: "One of the most important things we can do is to get to know our own bodies and notice any persistent changes. If these changes are among the warning signs of cancer or are causing pain or concern see your doctor. The earlier cancer is treated the greater the chance of a complete cure."

What to look out for:

1. A new or unusual lump or swelling anywhere on your body.
2. A sore that will not heal, anywhere on your body or in your mouth.
3. A change in the shape, size or colour of a mole.

4. Any abnormal bleeding or bowel motions.
5. Rough, croaky voice, cough, or difficulty in swallowing lasting more than four to six weeks.
6. A change to loose or more frequent bowel motions which lasts longer than four to six weeks.
7. Unexplained weight loss.
8. Unexplained pain or ache that lasts more than four weeks.
9. Difficulty swallowing or continuing indigestion.

Mrs McIntosh said: "These symptoms aren't always a sign of cancer but it's much better to get them checked now than to wait and worry."

NHS Highland has produced a range of leaflets and posters which will be distributed via a number of community and workplaces routes but everyone can help spread the message. Mrs McIntosh said: "9000 people and their families are living with cancer at any one time in the area served by NHS Highland. This means there are lots of us who know only too well how important it is to get symptoms checked out early. We can all pass on the message to family and friends to know our own bodies, to be aware of the signs and to get persistent symptoms checked."

The information can be downloaded from the NHS Highland website under publications.

Improvements at MacKinnon Memorial Hospital given go ahead

The Mackinnon Memorial Hospital at Broadford on Skye is to be upgraded at a cost of around £400,000.

The Committee of the Mid Highland Community Health Partnership (CHP) approved the work, which will improve the ward environment, at their meeting in Kyleakin in June.

Committee members discussed a paper from Lead Nurse, Alison Hudson, which outlined the current challenges faced by staff and patients at the 23-bed hospital. It also gave details of the assessment carried out to gauge compliance with stringent Healthcare Associated Infection (HAI) and Moving and Handling standards.

This showed that, in order to improve the care environment and to comply with Scottish Government standards and guidance, en suite toilet facilities should be made available for at least 50% of the beds and the space between beds should be sufficient to allow for ease of movement for patients and staff and to reduce the risk of the spread of infection.

The committee considered four options, one of which would have complied fully with all standards by reducing the number of beds to eight.

However, in light of risk assessments to reduce the risks to as low as reasonably practicable, they agreed with the recommendation that will see 19 beds maintained. This includes a much needed dedicated Day Surgery area that will have three beds.

Locality General Manager, Alison Phimister said: "We are working towards a target that will see at least 82.4% of appropriate surgical procedures done in a day case or outpatient setting.

"At present, patients who are having day surgery have to be accommodated wherever a bed can be found.

"This plan will see the creation of a special area, close to the theatre, which will improve patient flow and hopefully their experience, as well as improving the efficiency of the service on theatre days."

Nairn's Primary Care Centre opens for patients



Nairn's new Primary Care Centre opens its doors to patients at the end of July. GPs, community nurses and social workers had moved into their new building in Nairn the previous week. The modern facility unites community and hospital care on the one site on Cawdor Road. The new hospital opened last year.

Around 145 GPs, nurses, midwives, therapists, social workers and support staff are now based in the centre with direct access to the hospital. A five surgery dental practice will open next month and an official opening ceremony for what will be the largest and most integrated health development in Scotland will take place in September.

The Primary Care Centre includes 22 consulting rooms, a minor surgery room, conference room and office space for two GP Practices; the Lodgehill Clinic and the Ardersier branch surgery. It also includes offices and meeting space for a range of community staff including district nurses, midwives, community psychiatric nurses, public health nurses, school nurses, health visitors, physiotherapists and occupational therapists, speech and language therapists, pharmacist and dietician.

Lodgehill Clinic GP Dr Adrian Baker is clinical lead for the Nairn and Ardersier Locality of NHS Highland. He said: "This is a historic moment for this locality and the realisation of a vision that has been held for over two decades by the community and staff. To have all health and social services integrated on one site is a once in a lifetime achievement, to put this into perspective, the most recent health development in Nairn was Lodgehill Clinic in 1961. NHS Highland, Prime, Morrison Construction, social work and the practices have worked very closely together to provide the most integrated site in Scotland which will further improve the already high levels of communication between the services. Patients will be able to have all primary health and social care needs met in this wonderful example of modern premises."

The Highland Council Convenor, Councillor Sandy Park, is delighted with the new facility in Nairn. The Council is moving staff from the Corsee Centre, to the new Primary Care Centre, including those involved in community care, children and families, occupational therapy, home care, fostering and adoption and youth action.

He said: "This is a wonderful facility for Nairn. It provides a wide range of important health-related services in modern surroundings under one roof in a central location. The inter-agency project highlights the benefits of sharing premises to provide integrated services for the public."

Construction Management Director at Prime Plc Paul Plumstead said: "The completion of this integrated health facility is an immense achievement and a credit to everyone who was determined to ensure that Nairn would be able to offer the best possible, state-of-the-art facilities for its patients. Nairn's new primary care centre is located within the heart of the community to ensure that all residents can benefit from its integrated services and will provide the community with a wide range of healthcare for many years to come."

Donald McLachlan, operations director with Morrison Construction, added: "There is a tremendous sense of pride within the company at handing over Nairn's new Primary Care Centre, an excellent demonstration of our capability in constructing healthcare developments. The end result is one that is both of high quality and sympathetic to the surrounding environment. "I see it becoming very much a flagship community hospital of which NHS Highland can be proud, and which will facilitate modernisation of the provision of healthcare services for the local area."

The Primary Care Centre is on three floors and includes a spacious waiting area with electronic touch-screen patient check in facilities. The screens are an alternative for patients who can still check in for their appointments at reception.

Raigmore Hospital – Going for Gold in 2012

As Raigmore Hospital is the largest healthcare provider in NHS Highland we want to take an active role in promoting a healthy lifestyle for our staff.

There are a number of things we're already involved in but we are aware that these are not advertised as well as they could be –

Sports and Social Club

- Gym / Fitness Room - Open to all NHS Highland staff at a cost of £3.50 per month
- Wednesday night is Salsa night – different start times depending on your level of experience
- Thursday – join in with the yoga and body core class, £4 a session starting at 5.30pm

Staff will also be aware that NHS Highland is again running a Cycle to Work scheme, more detail on this is available on the intranet.

The above activities are what we are aware of. If we've missed any please let us know and keep an eye on the Healthy Working Lives Notice board outside the Blue Dolphin Dining Room for more information on these and more.

Healthy Working Lives – what to look out for

In April 2010 we ran MOT tests for staff in the hospital's coffee lounge. These went very well and we will be launching our Healthy Working Lives Project with another opportunity for staff to get an MOT – including our hard to reach staff. Nutrition and Dietetics, and the Catering Department will also be involved.

The aim of the project is to get the Healthy Working Lives bronze award, as Assynt House / John Dewar successfully managed to obtain their award in May 2009. Our ultimate goal is to get the gold award by 2012 as Oban, Lorn and the Isles have recently achieved.

Throughout the rest of 2010 and into 2011 we have some key events already identified which we hope will interest staff –

- Walk / cycle to work day – date to be confirmed
- Taking part in the Great River Ness Raft Race on the 28th August 2010 – still time to enter, closing date Monday 23rd August
- Entering a team (or teams) into the Baxters River Ness 10k on the 3rd October 2010 (tech t-shirts will be available for teams from Raigmore Hospital for a small charge), and if a 10k is maybe too much, you also have the option of entering the 5k fun run on the same day.

We're also looking to enter a team (or teams) into the marathon in March 2011 – further details will be made available on the Healthy Working Lives Noticeboard and keep an eye out for our intranet page (under projects) which will be available shortly.

For further information on Healthy Working Lives at Raigmore please contact Donna Smith on ext 6352 or by email donna.smith4@nhs.net.

Social Networking Sites... What staff need to know

We've all heard about, seen, and a lot of us have participated in social networking sites such as Facebook, Twitter, Bebo etc. They can be a great way of keeping in touch with friends, family and colleagues.

As NHS staff we need to remember that what is posted on these sites is public and ensure that, while postings and blogs are personal to us, they must not be upsetting, derogatory or offensive about the services we work in, the people we work with and the service we provide to the public. Postings and blogs also need to respect the same boundaries of confidentiality to patients and colleagues that apply in the workplace.

If it is noticed that staff have posted comments or images which could be viewed as inappropriate or offensive to colleagues, patients and their families, these postings will be brought to the attention of Managers or Professional Leads, the member of staff will be asked to remove the posting and be reminded of the standards expected from them. Serious infringements could however be investigated through NHS Highland policies and procedures.

We are all proud of the NHS and want to keep it a safe and respectful place to work so before posting anything it is worth just pausing for a second or two just to consider what one is saying and the impact it may potentially have however innocent it may seem to ourselves.

New Group starts work on Health Service Action Plan for Skye and Lochalsh

Members of Skye and Lochalsh Health Services Reference Group have agreed on the role of the group and are now helping develop an action plan for future health services in the area.

The reference group, which is made up of Highland councillors, community councillors, statutory and voluntary partners, clinical staff, professional advisors and NHS Highland managers, was set up in May to help shape the future of health services in Skye and Lochalsh.

And it met for the second time on Monday June 21 at Broadford Community Hall in Broadford on Skye. The next meeting will be held on September 13.

Members agreed the role and remit of the group and the communications plan, which will help to ensure it communicates effectively with all those interested or involved in health services in Skye and Lochalsh.

It was agreed that the role of the group was to consider proposals for the redesign of local health services and to ensure that the views of local people are fed into and are considered in the planning and delivery of sustainable local healthcare services.

The group will help develop the action plan for service change and improvement, advise on and scrutinise the implementation of the plan, including effective communication, and comment on the action plan and either support or challenge where appropriate.

It was noted that operational decisions were the responsibility of the local managers.

Workshops are to be held over the summer to supplement the findings of the earlier public engagement exercise and the workshop held at Broadford in February.

(The full press release can be found on the NHS Highland website)

Improvements to service for Surgical Patients at Belford Hospital

The service currently provided to remote and rural surgical patients at the Belford Hospital in Fort William is being improved to make it more accessible and more flexible.

A new Pre-Operative Assessment Service, which will be fully functional in mid-August, will offer patients greater choice to be treated on a day case basis with minimum disruption to their lives.

It will also mean operations are less likely to be cancelled and patients should recover more quickly.

Marie Law, who is Clinical Services Manager at the Belford, said: "The Pre-Operative Assessment Service aims to improve the overall experience for patients undertaking planned surgical procedures by inviting them to participate in the planning of their care.

"It is hoped that, by negotiating agreed admission dates and minimising the need to be in hospital, the overall experience will be improved and the patient will feel respected and central to the process."

She added that she was very grateful to the ladies of the Belford T-Bar, whose generous contribution had supported the realisation of this service.

At the same time, a 'Travel Scheme' pilot is being introduced for patients who live more than an hour from Fort William. These patients will be given the option of staying in B&B accommodation the night before their operation, rather than being admitted to the hospital.

(The full press release can be found on the NHS Highland website)

Need to be more efficient in delivery of Health Services

Bold and radical thinking is needed to ensure that the future provision of health services in Caithness and Sutherland is within the available resources, according to the chair of the North Highland Community Health Partnership (CHP) Committee.

Colin Punler (pictured right) explained that the two counties had benefited from record levels of NHS investment in the last 10 to 20 years, with funding increasing by 5 -10% year on year.



However, while the cost of providing services continues to rise, the funding increases are diminishing, which means that the money that is available needs to be spent as efficiently as possible.

And, over the coming months, Mr Punler and North Highland CHP General Manager, Sheena Macleod, will be seeking talks with community councils and other local groups and organisations to explain the current situation and the steps being taken to ensure the CHP is making the best possible use of the available resources. They will also gather feedback about public priorities for spending in the future.

Mr Punler pointed out that there had been a number of investments in equipment and services in North Highland CHP in recent years. However, the decade of affluence was now giving way to a decade of austerity.

He said: "The running costs associated with new treatments, new equipment, new skills and new facilities are continuing to rise. But we are starting to see a deceleration in funding increases to the NHS and it is reasonable to expect little or no growth in funding in the coming years.

"It is already starting to create a deficit because the cost of running the NHS each year in Caithness and Sutherland is rising faster than the amount of money coming into it. This makes the NHS unsustainable, so we must redesign services in order to balance the books."

Mr Punler explained that the CHP needed to consolidate the gains in healthcare of recent years and to continue giving people the best possible service and access to treatments, while bringing down its costs to levels that are affordable.

He said: "The committee recognises that it will be difficult, but it also recognises that it is an opportunity for bold and radical thinking, for new ideas and approaches, to achieve what we all want to see – the very best levels of healthcare for everyone who lives in Caithness and Sutherland."

(The full press release can be found on the NHS Highland website)

First Minister presents awards to Friends of Raigmore

First Minister Alex Salmond has paid tribute to four women who together have given more than 60 years of voluntary service to raise funds and support patients at Raigmore Hospital.

The First Minister met Christine Cameron (25 years' service), Florence Munro (more than 20 years) and Grace MacLeod (11 years) at a Scottish Government reception at Carnegie Hall in Clashmore - near Dornoch.

The First Minister presented the three ladies with a Diamond Award Certificate, which recognises individuals who have volunteered to work in support of the NHS and social care for more than a decade. Roseanne Mackay (12 years' service) was unable to attend the event. The other three recipients were joined at the reception by Jean Slater, Secretary of the Group.



Mr Salmond said: "Christine, Florence, Grace and Roseanne are to be congratulated for giving so many years of service to supporting patients at Raigmore Hospital in Inverness.

"I am delighted to present them with their Diamond Award Certificate in recognition of their selfless determination and commitment to helping others in need. "Through the many hundreds of hours of voluntary service with the Friends of Raigmore, they have helped raise many thousands of pounds. Their award is thoroughly deserved."

Review of Out of Hours Service for Skye and Lochalsh

Mid Highland Community Health Partnership (CHP) is considering the best way to provide the Out Of Hours (OOH) service in Skye and Lochalsh.

Locality General Manager, Alison Phimister, said it needed to be redesigned to ensure that a safe, effective and sustainable service could be provided to people living in this area in the future.

She said a number of options had been identified for consideration and Mid Highland CHP would be working with the Scottish Ambulance Service, community representatives and clinicians to develop these options, but no decisions had been taken.

Currently, Skye and Lochalsh operates a Primary Care Emergency Centre (PCEC) service across the hospital sites at Broadford and Portree, plus the OOH service in the Glenelg Practice area, which is provided by the local GPs.

Ms Phimister explained that, since the OOH service was established in December 2004, there had been a number of changes which influenced the delivery of a safe and sustainable service.

A small working group has been set up to look at the options for future service design. Members include RPs, GPs, Charge Nurses, the Clinical Services Development Manager, the OOH Manager and Mid Highland CHP's Head of Finance.

Options under consideration include a seven-day unscheduled care service provided by nurses with telemedicine links between the hospitals in Portree and Broadford and a Monday to Thursday unscheduled care service provided by nurses, with a weekend service provided by RPs and GPs using the same telemedicine links.

Another option is a Monday to Friday unscheduled care service provided by nurses, with the weekend service being provided by RPs and GPs, with the telemedicine links, or the number of RPs could be increased to nine to enable them to cover OOH in Portree.

(The full press release can be found on the NHS Highland website)

Information for visitors on health services

Knowing who to turn to when you are sick or injured can ensure you receive the right care in the shortest possible time. NHS Highland recognises that this can be particularly difficult for people who are visiting Highland and don't know the services available. Later this month NHS Highland will publish a factsheet for visitors and accommodation providers. It will give brief details of the range of services available from community pharmacies, GP surgeries, the dental helpline, out of hours and A&E.

The fact sheet is a small part of the work of the unscheduled care project. Project Lead Gavin Sell said: "Visitors can register with a GP as a temporary resident which means they can get the same access to healthcare as locals. This can be especially important for people who have a pre-existing medical condition/long term condition or those who have a need for a medical test to be carried out." At the height of the tourist season in the summer the population of some communities in the Highlands can treble which can be a challenge for NHS services which is why supporting visitors and their hosts is so important.

The fact sheet will be published on the NHS Highland website which we know is used by people planning a trip to the area, particularly if they have a pre-existing health condition. The leaflet is also available to accommodation providers to download and print for inclusion in welcome packs for their guests.

Among the services highlighted:

- You may not always need to have a prescription to get a refill of medicine you take regularly, a pharmacist can advise you.
- Visitors can register with a GP as a temporary resident.
- The NHS Dental helpline 0845 644 2271 can organise an appointment for someone who has a dental emergency.
- NHS 24 can advise which service to use and can help you get the care you need if you become unwell out of normal GP surgery opening hours. The number is 08454 242424.

New group formed to help shape future Health Services in West Caithness

A new group set up to help shape the future delivery of local health services in West Caithness met for the first time on Monday June 15.

And an open day - open to anyone who is interested in health services in the area – was held at Caithness Horizons in the Old Town Hall, High Street, Thurso, on Thursday July 15.

About 80 people attended the open day and they were able to see displays and presentations on the various options under consideration and managers were on hand to answer their questions.



The review of services in West Caithness was prompted by the inefficient use of beds at Dunbar Hospital in Thurso and the need to develop services, such as community based rehabilitation services.

A reference group has now been established to look at the health needs of local people and to consider the best way to redesign services to meet these needs in the future within the available resources.

The new group, which forms part of a wider public engagement exercise, was launched following preparation work carried out by a stakeholder group. It includes members of the former stakeholder group, more members of the local community and representatives of other groups and partner organisations.

The open day followed earlier work by a stakeholder group, which looked at a number of options. Caithness Locality General Manager, Pauline Craw said the preferred option was closing all inpatient beds, developing rehabilitation services and operating a part time Primary Care Emergency Centre when demand is greatest, which is between 8am and 8pm. The inpatient service would be transferred to Caithness General Hospital in Wick.

She added that the preferred option would enable North Highland Community Health Partnership to reinvest the money saved from the redesign in a better quality service that would be in line with Scottish Government Health Department directives and NHS Highland's Quality Strategy.

However, she stressed that no decision had been made, nor would it be made until after the public engagement exercise concludes at the end of September this year.

Mrs Craw said: "We are aware that there have been concerns that we are planning to close Dunbar Hospital, but this is not the case.

"There is no plan to close the hospital. We are looking at how we can provide the care in a different way, including developing rehabilitation services for those in greatest need and services to help patients manage long term conditions, such as Chronic Obstructive Pulmonary Disease, Asthma, Diabetes and Chronic Heart Disease."

Anyone who is interested in or involved in health services in West Caithness is invited to complete a questionnaire, which can be found at <http://www.surveymonkey.com/s/caithnessserviceredesign>.

(The full press release can be found on the NHS Highland website)

Information Governance Awareness Sessions

Dates for the above training in Raigmore Hospital are now published on the Intranet and can be viewed on the **Information Governance/Information Security** section of the Web Site.

Dates for session's outwith Raigmore are being arranged and will be added to the list as soon as they are finalised.

Should you have any queries or wish to attend please contact:

Bruce Sherriff, bruce.sherriff@nhs.net or telephone: 01463 706057

Work begins on new Cancer Care accommodation

Relatives visiting seriously ill cancer patients at Campbeltown Hospital will soon be able to stay overnight after construction work started on a new suite of accommodation.

Patients are admitted to the hospital from across the Kintyre and Gigha region and sometimes relatives must travel long distances to be with them.

The new suite – called the Macmillan Sunroom due to its bright and airy living room area – will mean relatives can stay overnight and remain close to their loved one in hospital.

The refurbishment of an area adjacent to an acute ward at the hospital has been made possible thanks to a £50,000 grant from leading charity Macmillan Cancer Support. Over the last four years, local fundraisers have also contributed an impressive £94,000 to the cost of the project.

Macmillan community nurse specialists Maggie Wilkieson and Kitty Millar, who both work in palliative care at the hospital, said they wanted to say a huge thank you to all those who had contributed to the project.

Maggie also said the new accommodation would make a huge difference to cancer patients receiving end of life care and their relatives.

Donnie Cameron, NHS Highland clinical services manager for Kintyre and Islay, added: "I would like to thank the public in their support of this project and their patience in waiting for it to actually become a reality. I would also like to thank Macmillan for their help and assistance both practically and financial.

"Huge thanks should go to Margaret Mitchell, a Macmillan nurse who started the ball rolling on this project several years ago.

"I think that end result will be a facility which will hugely benefit our community and is an example of what can be achieved when the public, the NHS and the voluntary sector work together."

Change to Guidelines on prescribing Aspirin to prevent Heart Disease

Doctors across NHS Highland have started to review their prescribing of low-dose aspirin in light of new guidelines.

Until recently, aspirin was prescribed for people who had previously had a heart attack or stroke and for people who were considered to be at risk of developing heart disease.

This approach has now been changed. New information from clinical trials has shown that aspirin should only be prescribed for people who have previously had a heart attack or stroke.

For other people, the risks of being treated with aspirin outweigh the beneficial effects. The main risk of aspirin treatment is bleeding of the stomach.

Aspirin at a dose of 75mg daily has been used for the prevention of heart attacks and stroke. However, NHS Highland prescribing guidelines have now been updated in line with this new evidence and doctors have started to review their prescribing accordingly.

Therefore, patients who currently take aspirin may either receive a letter from their doctor telling them to stop taking aspirin or be asked to make an appointment with their doctor to discuss whether to stop their aspirin treatment.

(The full press release can be found on the NHS Highland website)

NHS inform set to launch

NHS inform – the new national health information service for Scotland - is set to launch this summer.



The new service will provide the public, patients and carers with a wide range of quality-assured health information online at www.nhsinform.co.uk, on the telephone 0800 22 44 88 and face-to-face. This will be the first time all of this information has been brought together in one place for Scotland.

A developing service, NHS inform will be launched in phases with the telephone and online services, provided by NHS 24, the first to go live on August 3, 2010.

The NHS inform team, headed by Lynne Huckerby, has been working closely with other NHS partners, as well as with charities and other groups, to identify and agree content for the new service.

Lynne said: "This has been a challenging project as we have been working with a broad range of groups and partners to bring together a range of quality assured information in one place which is really unprecedented in Scotland.

"By working closely with partners, the inform team have succeeded in shaping a service that, when fully operational, will be the best national health information resource available for the public in Scotland."

The website will draw on information from NHS24.com, NHS Choices, and a number of approved external resources, to one central, easily accessible point, for the people of Scotland.

At launch, the site will feature elements such as:

- An updated and expanded Health A-Z
- Common health questions
- Links to local health and support information across Scotland
- Dedicated information on health and welfare topics including Scottish Backs and Health Rights
- Behind the headlines feature – looking at the health issues making the news and the truth behind the claims
- The site will also link with *Health in My Language* www.healthinmylanguage.com a portal to translated information about health and health services in Scotland.

Plans are also in place for the site to feature several dedicated zones in the future including:

- **Mental Health & Wellbeing** – Information on mental illness, as well as information on general mental wellbeing – this zone is being developed in association with Breathing Space.
- **Live Well** – A wide range of information on healthy lifestyles, with everything from stopping smoking and healthy eating, to men's health and support groups.
- **Carers Information Zone** – which will provide specific information for carers ranging from practical support for looking after someone to caring for their own health and wellbeing. It will also signpost carers to the most appropriate source for further information, support and guidance.

Among the many partners involved in the programme are Macmillan Cancer Support, Minority Ethnic Carers of Older Peoples' Project (MECOPP), the Scottish Consortium for Learning Disabilities and a range of other voluntary sector partners.

NHS partners include NHS Education for Scotland (NES), Health Scotland and Health Boards throughout the country, as well as NHS Choices.

If you have any questions about NHS inform, contact the team at nhs.inform@nhs24.scot.nhs.uk

The National Health Service Retirement Fellowship Year (NHSRF)

Highland Branch of the NHSRF finished in 2009/10 with a season trip to Elgin Branch to meet with members from Elgin and Aberdeen branches for afternoon tea. Liz Tait who is an NHS co-ordinator entertained us with tales, not about her current post in the NHS, but her adventures overseas with the UK rapid response team. This entails Liz being 'oncall' to go anywhere in the world at a moments notice to support British citizens in a quandary due to any emergency.

Liz vividly described her exploits bringing people back from places like China after the recent earthquake or from Zimbabwe to bring British people home via the British Embassy. Most of her charges were in a very bad state of health and Liz's job was to assess health needs, ensuring the correct equipment is ready for transporting her charges to the UK and giving nursing support on the way home.

The living and working conditions that Liz endured along with other Red Cross volunteers was interesting to say the least, while medical conditions of her patients were very sad. Needless to say that the Red Cross is a most worthwhile cause doing amazing work that many of us never realised was actively going on throughout the world.

Highland Branch members had two trips this year. In mid May we went to "The Gathering" in Perth where we joined 442 other members of the Scottish Federation at the Dewar Centre. The speaker at this gathering was Frieda Morrison speaking about "Behind the Potting Shed", Frieda had us in stitches about her exploits producing Scottish Television series "The Potting Shed" programme. Following Frieda, Eddie Rose & Sandy Lindsay gave us a musical afternoon of amazing talent. We finished with high tea ably dispensed by the Dewar Centre catering staff. Our visitor The National Vice President, Ethel Armstrong and our Treasurer, Rankine Mackie closed the day.

The second outing was our annual summer outing. This year it was Loch Shiel in June via Fort William, including a visit to a local museum then lunch at the Loch Shiel Hotel followed by a sail on the loch for an hour and a half.

We had varied speakers who came to speak at our monthly meetings in the recreation hall at Raigmore during 2009/10, all thoroughly enjoyable.

The syllabus is complete for the 2010/11 sessions, which begin on Monday September 6th 2010 at 2pm, with a selection of different topics including : animals, wild flowers some health issue topics, the new Highland Archive and finally the Caledonian Canal.

Anyone nearing retirement is welcome to join us; the annual fee is £6. Our trips and lunches apart from the annual Federation Gathering is open to spouses and friends.

Members need not have to be in receipt of an NHS Pension to join us in the fellowship but only to have worked within NHS and retired from it. We are a pleasant informal group and would be most hospitable to more former employees joining us, so why not give us a try.

Jeannie Sutherland, NHS Retirement Fellowship Honourable Secretary

Preparation for Retiral

The NHS Highland Endowments Committee has approved funding support for a pilot Pre-Retirement course for NHS staff approaching retiral age.

The event will take place over 1 day with the venue being arranged dependant on the participants in an attempt to minimise travel for staff.

The day will cover such matters as State benefits; National Insurance issues; financial awareness; wills & estate planning; and Health Lifestyle

The material is best suited for staff who are considering retrial within the next 2 years.

To register interest in such an event, you should e-mail Philip Walker, Head of Personnel (philip.walker@nhs.net) with details of your post. Location, job title and your intended retirement date.

Closing date for interest 19th August

Eat Safe awards presented on Isle of Skye

The MacKinnon Memorial Hospital in Broadford and Portree Community Hospital have been awarded Eat Safe Awards after demonstrating that their standards of hygiene and food safety are well above that required by legislation.

The Eat Safe award scheme is run in conjunction with the Food Standards Agency and Local Authorities throughout Scotland and aims to promote excellence in food hygiene and food safety management. The award is presented to premises that wholly comply with the Food Hygiene (Scotland) Regulations 2006 and the associated EC regulations.

The Highland Council's Environmental Health Officer Coila Hunter said: "To get an Eat Safe Award you have to operate over and above the national hygiene standards and have consistently high standards. Another criteria that is looked for is that staff working within the kitchen environment all have to be trained to an appropriate standard for their positions within the kitchen.

"Following very positive inspections earlier this year it was obvious that they all had done a lot of hard work and had a high level of commitment to maintaining food safety within the kitchen so we had no hesitation in putting them forward for this national award."

The teams at Portree and Broadford hospital were delighted with their success. Local Hotel Services Manager Cath Melville said: "We're committed to providing quality meals to our patients and high standards of food hygiene are fundamental. Our small team of catering staff ensure our food safety management system is in place at all times and this has helped them secure the award. It provides reassurance to our patients that the food they receive in hospital meets the highest standards."

Oban, Lorn and the Isles go Gold

Oban, Lorn and the Isles Locality were presented with their Healthy Working Lives Gold Award by Shona Robison, Public Health Minister, at Lorn & Islands Hospital in Oban.

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

David Whiteoak, Locality Services Manager, says 'he is very proud of the team's work and notes that the Gold award is richly deserved and a real credit to the Locality'

To achieve the award the Locality undertook various health promotion activities. A health day was held to promote healthy living, where staff were offered lifestyle checks, Indian head massages, hand massages and advice on healthy eating, smoking cessation and physical activity.

Displays were put up to promote Alcohol Awareness week in October. A quiz was run with prizes and leaflets and other promotional materials were made available to encourage staff to participate.

Other campaign initiatives run by staff for staff include, diabetes week, mouth cancer awareness, walk to work week, national bike week and food safety week. The focus on health promotion extended to the canteen which achieved the Healthy Living Award in June 2009.

The locality also provided evidence of working with its local community through sponsored walks and providing health promotion information. A mouth cancer drop in clinic offered free oral screening to the public as part of Mouth Cancer Action Month and cooking sessions were held by the Dietician in conjunction with the local college promoting healthy eating.

In addition, the Locality demonstrated commitment to reducing effects on the environment through reducing, recycling and the use of low energy lights.



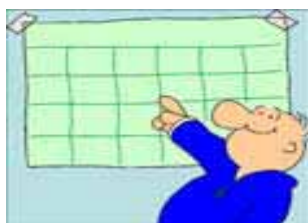
Above: (l-r) Anne MacDougall (PA to Locality Manager), Shona Robison, Linda Kerr (Library Services Manager)

'Getting Greener' - Energy Targets

Some months we focus on what is available for staff in becoming "Greener". This month's theme covers NHS Highland's needs re: National Energy targets and how we are increasing our recycling.

Energy Targets

The Scottish Government is seeking the support from the Public Sector as it moves towards some of the most challenging targets for reducing our dependency on fossil fuels. Reductions are sought for Emissions and total Energy consumed. For the next 5 years these are reductions of **3%** in **CO₂** emitted and **1%** in total energy used.



NHS Highland's location and lack of direct gas supplies NHS has meant that we have a high dependency on Oil for Heating – a high CO₂ emissions option.

sectors. The target is for a **2% annual** reduction in energy consumed year on year.

Whereas the Scottish Targets makes allowances for the different parts of the country being colder than others this is not the same for the UK Target. This will make the target more difficult in winters such as the most recent one. There are penalties directly charged for poor performance – however in meeting this reduction we also meet part of the Scottish Governments target.

Nationally the UK is committed to similar targets. The NHS is part of a scheme for the highest energy consumers – whether Public or Private

Going Forward

Targets are not new to us in relation to Energy. The NHS in Scotland has reduced its energy consumption in hospitals by some **45%** compared to the levels seen in **1989-90**. One of our first challenges in meeting the current targets is to ensure the data for our smaller sites matches that needed for the larger sites. Information however is only part of moving forward.

The Estates dept. provides technology and technical expertise – but this is of limited use. **HOW** buildings are used is much more important. The energy used in a building is mostly that needed to provide comfortable levels of heat and light. There is, however, a level of Waste Energy that reflects staffs' awareness and attitude to Energy. In going forward we must seek to reduce this level of waste.

The HEAT Target for energy will be proportionately shared across the organisation – down to site level and coordinated at CHP/operational level. To assist this shift in local responsibility Estates have developed a Toolkit for using in each of our Hospitals. These Toolkits are a handy guide on managing energy use and are designed to be used by clinical and non-clinical staff alike. Large savings can be made by eliminating the wasted energy through nothing more than changing attitudes and ensuring Good Housekeeping.

Key to moving forward, using the toolkits and spreading energy awareness in depts and wards will be the identification of Energy Enthusiasts and local management structures. Training needs are minimal because much of the actions are about common sense – e.g. switching off lights when not in use, not turning up the heating and then opening the windows.

To help keep activities on track quarterly reports will be developed for each hospital. These will be collated together into CHP/ Operational area reports and also as a whole organisational report. Awareness and understanding is essential for us all to change our behaviours - and these reports will evolve to deliver this for all stakeholders. As such everyone will be aware of how much it costs to provide energy in their workplace.

Recycling

Hot off the press is news of an agreement with Highland Council for a trial for Recycling across our north estate. As of Monday 6th September the intention is to have Recycling Bins in each of our commercial premises and the following material can be deposited – paper; cardboard; plastic bottles; food tins & drinks cans.

This is hopefully going to make a significant difference in the waste going to landfill. Collections for the household waste will drop from weekly to fortnightly and the alternate weeks will be the recycling bins uplift.

National Patient Safety Agency (NPSA) Alerts - Update

In the last edition of Team Update we told you the process to be followed concerning the receipt, distribution and action of alerts issued by the NPSA.

New Alerts Issued in June 2010:

NPSA/2010/RRR013 – Safer Administration of Insulin.

Issue: Errors in the administration of insulin by clinical staff are common. In certain cases they may be severe and can cause death. Two common errors have been identified:

- The inappropriate use of non-insulin (IV) syringes, which are marked in ml and not in insulin units;
- The use of abbreviations such as U or IU for units. When abbreviations are added to the intended dose, the dose may be misread, eg: 10U is read as 100.

Some of these errors have resulted from insufficient training in the use of insulin by healthcare professionals.

Full details of the alert can be accessed at the NPSA Website:

<http://www.nrls.npsa.nhs.uk/alerts/?entryid45=74287>

This alert has been disseminated throughout NHS Highland and has been submitted to the Medicines Safety Subgroup for discussion of the recommendations. Further information will be available in due course.

For more information about any NPSA alert please contact Louise McInnes, Clinical Governance Support Manager on x 6910 or louise.mcinnnes@nhs.net in the first instance.

Agenda for Change - more matchers needed

As part of the mainstreaming of Agenda for Change, we need to make sure we have a large enough pool of trained matchers to allow us to deal promptly with new and significant jobs for matching.

Over the last six years, we have trained over 100 matchers, but many of these are no longer able to participate regularly. So periodically it's necessary to look for new faces to come forward to supplement our existing group of matchers.

AfC matching panels consist of 3 or 4 people, all of whom have been fully trained in the job matching process, and who will always include at least one staff side representative. Panels meet for a full day and wherever possible we try to ensure newly-trained matchers are working with more experienced matchers. All panels take place in Inverness, normally in the John Dewar Building, to ensure there is administrative and technical support available.

We are particularly keen to train more staff side representatives and more operational managers at all levels, but anyone keen to participate in the matching process is welcome to get in touch.

Unfortunately we are no longer able to pay backfill costs for either the training or for participation in matching panels, so if you're interesting in participating you'll need to discuss release arrangements with your manager. We would expect you to commit at least one day a month to matching – more if possible! This is so you can maintain your skills and gain experience of matching different types of job across NHS Highland.

The training course takes two full days and the next one is scheduled for **Monday 13th and Tuesday 14th September 2010 in the Ante Room, John Dewar Building, Inverness Business and Retail Park.**

If you're interested, please contact donald.shiach@nhs.net or phone Donald on 01463 706801.

The most important thing you can bring is an open mind!

Continuing Personal Development Event 2010

The Facilitators' Network was established in 2006 to provide a forum for all staff involved in the planning, development and subsequent delivery of learning and development activities for NHS Highland staff. Earlier this year it was decided to change the format of these meetings and instead hold an annual event on a much larger scale.

The first of these events was held on the 9th June 2010, with the theme of the day being Quality and Efficiency in Learning and Development.

Facilitators across the organisation (identified through e-KSF reports) were invited to a day packed full of workshops, exhibits and networking opportunities.

Fifty five staff attended the event and took full advantage of the twelve workshops and eleven exhibitor stands available on the day.

Feedback from the day:

"What a positive event..... I thought the atmosphere was professional and the layout / display boards informative and impressive"

"Thanks for a very interesting and useful day.....I hope you do run it again"

"It was a great day and a good atmosphere"

"Thanks very much for organising the day. I thought it was a really good event, and particularly useful to catch up with lots of colleagues I hadn't seen for a while"

If you are interested in seeing some of the presentations or a copy of the programme from the event, these can now be found on the Learning and Development page of the intranet.



Focus on:



Social Care Online
better knowledge for better practice

social care
institute for excellence



Social Care Online is a free database whose focus is social care and it is produced by the Social Care Institute for Excellence. The database has been in existence since the 1980's and it is updated daily. Coverage is broad with research briefings, reports, government documents, journal articles, events and websites included. Where possible links to the full text of materials are given and where this is not possible abstracts are provided. The database is part of the Knowledge Network and can be accessed through this or directly at: <http://www.scie-socialcareonline.org.uk/default.asp>

Subjects covered include: families, children, old people, disabilities, benefits and legal issues. Material has a UK focus but non UK material is also included if it is relevant to UK practice or provides comparisons with other countries

The database is a bit tricky to use – the simple search on topic trees are easy to use if you are dealing with one subject, but for more subjects the syntax can be quite complex. Having said this though the help provided from the database is very good with clear, concise instructions given on how to use it effectively.

This database would be very useful for all health care staff but particularly useful for those engaged in collaborative team working in care of the elderly, children, homeless people and prison or welfare work.

Search requests for which this database was utilised by staff at the Highland Health Sciences Library include: aspects of suicide, the use of antipsychotics in learning disabilities, places of safety for people with psychiatric illnesses and drug rehabilitation services.

Remember the Highland Health Sciences Library exists to help you with all your information needs. You can contact us on 01463-255600/extension 7600.

Rob Polson (rp5@stir.ac.uk) Highland Health Sciences Library.

Letters to NHS Highland



"I am writing concerning the recent care provided to my wife and the subsequent birth of my son by staff in Argyll and Bute and Paisley.

May I record a thank you to all of the staff involved in the care of my wife and son before, during and after the birth. As with previous contact with maternity and associated services, your staff were caring and attentive despite obvious heavy workloads. I would be grateful if you could pass on our heartfelt thanks to all of the midwives, health visitors and doctors who assisted us throughout."

Patients Relative from Argyll

"After avoiding hospitals as an inpatient for 69 years I have recently had need of the facilities at Belford Hospital on two occasions this year.

I could not have had, or wished for, better treatment and care in the surgical, nursing, domestic and all other departments."

A Patient from Lochaber

"On behalf of my mother I wish to express grateful thanks for the wonderful treatment she received from the staff of the Nuclear Medicine Department. Everyone helped to make the time in the department as comfortable and stress-free as possible. The staff were so

positive and cheerful and went out of their way to be helpful."

Patients Relative from Beaully

"I took ill recently and had to be admitted to Rosebank Wing in Caithness General in Wick as an emergency.

I just have to let you know that the quality of care was overwhelming and the kindness of all the doctors, nurses and domestic staff was first class. They all made my stay in hospital a pleasant one and deserve recognition for the job they do.

The domestic staff were also so dedicated in keeping the hospital spotless."

A Patient via email

Retiral Corner

On 31st July Doreen Bell retired as Lead Nurse for the North Highland Community Health Partnership (CHP) following over 40 years of NHS Service.

Heidi May, Board Nurse Director said: "We shall miss Doreen terribly, not only has she been an example to us all in terms of senior clinical leadership, but she also brings the human aspect to everything she does, which means that staff and patients alike feel like they have made a friend in Doreen."

Doreen qualified in 1971 after training in Durham Health Authority. She first worked in cardiac surgery, fast becoming Sister in the Cardiac Intensive Care Unit. Shortly after she moved over to Liverpool to the Broadgreen Hospital Cardiac Unit, Doreen decided to make a career change and trained to be a Health Visitor.

Working in Berkshire she held a case load on the Oxford Road, then a particularly challenging but rewarding area to work, often having a samosa rather than a digestive biscuit with her tea!

In 1994 Doreen came to the Highlands where she worked as a Health Visitor in Wick. It's whilst she was doing this that she was in a very bad car accident and was in a wheelchair for a year during her recovery. But, once able, she returned to Caithness, this time to Thurso to work as a Health Visitor and Child Protection Advisor, soon becoming the Caithness Community Nurses Manager.

In May 2008 Doreen was appointed as Lead Nurse for the North Highland CHP. She has shown the importance and impact of excellent, fair and consistent clinical leadership, is an excellent role model for staff and hasn't shied away from challenges – supporting the North Highland CHP through the Review of Nursing in the Community pilot.

Heidi May said: "We would like to thank Doreen for all of her hard work and commitment to the NHS and of course NHS Highland during her career. It's a sad day when we lose someone so talented whom we would like to keep on the team for ever, but we wish her well in her retirement and expect to be invited round regularly for coffee and cake. We also welcome Carena Macivor as the newly appointed interim Lead Nurse for the North and wish her all the best in this role."

If you wish to acknowledge a colleague's retiral please send copy (no more than 200 words) and a photo to nhs.highland@nhs.net - we can only accept electronic copy / photos



Above: Board Nurse Director Heidi May bidding fond farewell to Doreen Bell

Caring Hero Agnes McEachern



Congratulations to District Nurse Agnes McEachern who recently won a Daily Record Our Heroes Award.

This award is presented to people who go to extraordinary lengths to help others. Agnes won the Caring Hero category for a person working in the medical / caring profession, nominated for going above and beyond the call of duty for her care of seriously ill patients in her island community of Islay.

The mum of three, 49, who also volunteers as a first aider, said: "I am stunned. It's lovely to be recognised."

Design duo Colin and Justin presented her with the award.

Justin said: "Agnes is the personification of why these awards are so important because she never set out to get an award.

"She simply set out to help her community and did a lot of good."

National Smile Month comes to Oban



The local oral health improvement team is helping to spread the message of good oral health in Oban during National Smile Month which took place between May 16 and June 16 under the tagline 'Teeth4Life'.

As part of this campaign Yvonne Sloss (oral health educator on right of picture) and Clare Marren (oral health educator/hygienist on left of picture) recently held an event at Soroba young families nursery. They re-created the dental surgery in the nursery with a blow-up dental chair and screen and the children were able to dress up as dentists/nurses and act out what would happen at a dental visit.

Haematology Donation



Patient Greta Lawrence presents Haematology Lead Clinic Nurse Jeanette Chalmers and Dr Peter Forsyth with a donation to the haematology department of over £2000. greta raised the money by doing a parachute jump, with the money raised being split between the Haematology department and Parkinsons UK.

Charity Cycle Raises Thousands of Pounds



At the end of May 11 intrepid cyclists took to their bikes and cycled from Perth to Inverness. In two days they had cycled a total of 9 hours, travelled 124 miles and raised just over £6,500 for a number of different charities.

Of those taking part 10 were from Raigmore Hospital – Phil Lambrakis and Jude Madeleine from Pharmacy; James Patterson, Raymond MacDonald, David Rich, Colin Riach and Stewart Trotter from Estates; John Mackenzie, John Maclean and Arnold Maniquiz from the Kitchen and not forgetting Graham Campbell. Special mention also to Kenny Chisholm from Estates for volunteering to drive the support van.

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Want to feel like a valued customer, and not just another number?
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NHS Highland is the most recent NHS employer to offer its staff the ability to save direct from their pay with the NHS Credit Union.

The NHS Credit Union is a not for profit, financial co-operative that is owned and controlled by its members offering Savings Accounts, including a Christmas Club Account and Loans, for just about any purpose.

We're different because we're YOUR Credit Union!

- We exist to provide safe, competitive and fair financial services to our members.
- As a member focused organisation, members are treated as individuals, never numbers.
- Providing the highest level of member service is the reason for our continued success.
- No hidden charges or catches exist and a personal and friendly service is guaranteed.
- As a mutual organisation, any surplus funds are returned to our members in the form of dividends or reinvested in the business.
- We have no external shareholders.
- Created by NHS employees for the use of NHS employees.
- We provide free Life Savings and Loan Protection Insurance (conditions apply)

Paying into the NHS Credit Union couldn't be easier. Payments are taken directly from your pay each payday and are paid into your Credit Union account, whether your saving or borrowing we strive to make it as convenient as possible for you.

You can join online at www.nhscreditunion.com or phone the Credit Union office on 0141 445 0022 and we will post an application out to you.

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>