

Team Update



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Board approves day services project

The NHS Highland Board has taken a step forward in the creation of more modern day services facilities.

The Board has agreed the outline business case (OBC) for a package of work including:

- a new building on the Raigmore Hospital site for patients having day surgery or endoscopy.
- the refurbishment of renal dialysis facilities at Raigmore Hospital with 17 stations at the point of opening and space for a further eight stations.
- a 10 station renal dialysis unit at County Community Hospital in Invergordon.

The total cost of the work is estimated at £24.8 million pounds and the outline business case will now be sent to the Scottish Government for approval. It will then progress to a more detailed full business case before work can start.

NHS Highland Chief Operating Officer Elaine Mead chairs the day services project board. She said: "We want to change the way we look after patients to update our practice and be more efficient but we are being held back by our facilities which are no longer fit for purpose. While this has a significant cost it has been planned to be the single biggest investment the Board will make and we can't afford to stand still."

In addition to creating additional operating theatre space the plan will take pressure off Raigmore Hospital's existing nine general theatres. This will reduce the risk of day case patients enduring last minute cancellations because a theatre is needed for an emergency operation and will reduce the number of patients who are operated on out of hours or at weekends.

NHS Highland currently offers renal dialysis at Wick, Fort William and Raigmore. The creation of a new unit at Invergordon will reduce the distance some patients have to travel as well as taking pressure off the refurbished unit at Raigmore.

Consultant renal physician Dr Rob Peel said: "This is excellent news for patients and staff. The new dialysis unit at Invergordon will serve approximately 40 patients living in places like Dingwall, Alness, Tain and even further north. The refurbished unit in Raigmore will give us badly needed extra space for each patient as well as storage and administrative facilities."

The Board discussed an affordability gap in the outline business case which highlights the need to find an additional £590,000 of savings to pay for increased running costs.

Board Chair Garry Coutts said: "It may seem strange that we are making our single biggest investment in recent years at this time when budgets are under pressure but this is a well considered plan to modernise our facilities that has been in planning for many years. It has been carefully designed to cope with the real and known increases we will see in demand for services in the coming decade. It is in line with national policy and it is in line with our own vision and strategic framework."

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A framework for our future by Roger Gibbins

In early October the NHS Highland Board approved the Strategic Framework, the policy document which sets out the principles by which we will meet the challenges of rising demand, rising costs and static budgets.

The Strategic Framework makes it clear that everyone has a role in improving the quality of the services we provide for patients. It accepts and acknowledges that we have not always got it right in the past and that the culture needs to change to become one where we no longer work round problems, but tackle them together to ensure we have safe, effective and efficient services. It re-emphasises the need to shift away from acute hospital care and towards patients receiving more of their care from community-based services. It draws a line in the sand that says we won't provide services if they are not effective or of sufficient quality. It also accepts that the future of the health service is built around patients taking, and being supported to take, a greater role in managing their own health. Furthermore it makes it clear that these changes, changes that we have been working on for some time, need to happen much faster. Ultimately it means better health and better services.

As you can imagine The Framework is a broad vision document. If you read it now, and I hope you will, it won't tell you how it will affect you personally but it will give you some idea of the issues that affect us all. We have a solid foundation in our Partnership Forum and Staff Governance Standard for making these changes together.

The Strategic Framework is available on the intranet by clicking [here](#) .

Improving discharge planning at Raigmore

Patients should soon be benefiting from much smoother discharge planning thanks to staff involved in LEAN projects running jointly across SE CHP, Mid CHP and Raigmore Hospital.

LEAN methodology is being used to engage front line staff to improve patient flow and reduce waste. Part of the approach is to identify the root cause of problems and test and implement solutions in an active and practical way. Staff recently took part in a five day Kaizen event. This included involvement from Acute Medical Assessment Unit, Medical Wards, pharmacy, physiotherapy, community nursing teams, portering, ward reception, E-Health and managers. Solutions were tested during the week and are now being refined and implemented. Changes included introducing a structured multi disciplinary board round in AMAU and other wards as well as having a pharmacist based on AMAU between 9 and 5. There was also focussed work carried out with Community Hospitals and community teams. This included having someone from community teams attend Board rounds in Raigmore and Community Hospitals. This helped identify patients who are ready to be discharged.

Commenting on the input from Community colleagues Dr Rob Peel, Renal Physician said: "It was great having someone from the community team at the Board Round to pick up appropriate patients."

A discharge bundle has been prepared to support planning and is now being tested. Dr Grant Franklin and Dr Stephen Thomas are also leading on the roll out of criteria-led discharge. Speaking after the Kaizen report out, Linda McDougall, team leader for medical physiotherapy service said: "I'm very happy to be involved because I'm passionate about discharge planning and improving the way we do it. There's a lot of frustration in the current system and if we can follow through on the work identified this will have a huge benefits for the quality and efficiency of discharging patients. I'm amazed at what we've achieved this week, especially as it's been so busy on the wards."

The Report Out was attended by 60 staff, including partners (Scottish Ambulance and Social Work colleagues) as well as representation from Patients Council. Elaine Mead, Executive Sponsor for the LEAN work "There was a real buzz in the room. The energy, creativity and sheer hard work was evident for all to see. The progress made in 5 days was impressive and plans are progressing well to make sure we continue to test and implement improvements."

Health and safety—know the benefits and take it seriously

Keeping NHS Highlands staff safe, and maintaining their health and wellbeing whilst at work is a top priority.

No one should be made ill or damaged as a result of the work they do. Good staff health and wellbeing not only has a positive impact on the day to day work and morale but it also improves patient experience and outcomes. If you are a manager and you manage Health and Safety well then you will improve your efficiency by reducing; costs, risks, sickness absence, accidents and chances of legal action. The benefits are many but it needs good organisation, commitment and will by everyone, including staff.

The new Health and Safety Policy, which was revised, updated and endorsed by the Board in August this year, will assist managers and staff to achieve these benefits and keep us within the minimum standards of the law. Everyone has a role to play in managing health and safety.

The policy details specific responsibilities for Directors, Senior Managers, Line Managers, Supervisors and Staff to adopt. If you are a manager then it gives advice on the things you need to do and think about when organising and setting up arrangements for managing health and safety using a “plan-do-check-act” approach.

Getting hurt at work or becoming ill through work is not pleasant. Some basic thinking and acting before hand can usually prevent these things from happening. If you are a manager and you are not sure what you should be doing to manage health and safety then firstly browse through the policy and it will tell you how to:

- Identify your responsibilities and those of your staff,
- Identify key hazards, assess the risks, and establish measures to control those risks
- Involve your staff and safety representatives – this has a positive impact on staff
- Keep your staff competent in managing workplace risks
- Produce a plan and set some responsibilities for your staff, and
- Make sure you follow the plan through and monitor it
- Assess your departmental DATIX incident data from time to time to make improvements
- Carryout regular proactive walkrounds – DATIX won't tell you everything

How to escalate significant risks that cannot be managed, controlled or reduced effectively

If you are a frontline member of staff then you have a duty to take care of yourself, your colleagues, to cooperate on all health and safety matters, to report accidents and to attend training when requested. But what you can expect in return from a policy that is implemented well is:

- A workplace that is healthier and safer
- Improved and raised standards
- Better protection from the suffering caused by accidents and ill health
- Clearer guidance on how to manage specific hazards e.g. slip, trips and falls, moving and handling, young persons, occupational road risk, work related stress, hazardous substance exposure, lone working etc.

(Continued on page 4)

Health and safety (continued)

If you need additional help and guidance to get started then contact your local Operational Health and Safety Manager. Contact details can be found on the Health and Safety Intranet Site (link below):

<http://intranet.nhsh.scot.nhs.uk/Org/CorpServ/HumanResources/HealthandSafe/Pages/Default.aspx>

The Policy can be found in the “policy area” of the intranet by searching for “health and safety policy”. The full link is shown below: <http://intranet.nhsh.scot.nhs.uk/PoliciesLibrary/Documents/Health%20and%20Safety%20Policy.pdf>

Managers must ensure that the health and safety policy is brought to the attention of all staff in an easily understandable format

New health and safety group at Raigmore

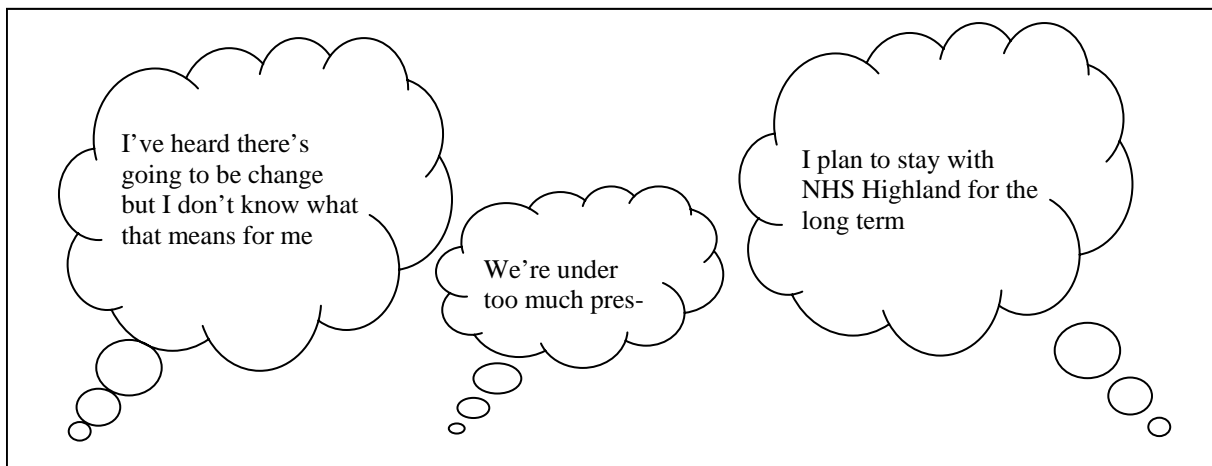
A new group has been set up at Raigmore Hospital in Inverness to provide a focal point for Health and Safety (H&S) and to ensure that any issues raised are followed up.

Raigmore Health, Safety and Fire Group, which met for the first time on September 29, will also support managers in playing a key role in promoting a positive H&S culture.

Membership consists of a team of managers, specialist advisors and representatives from estates, occupational health and infection control, along with Health and Safety representatives from each of the Unions.

Raigmore Health and Safety Manager, Rosie McGee, explained that the Raigmore group, working with partnership involvement, would assist in identifying health, safety and fire risks and help managers to manage and reduce these risks.

She said: “We will draw up a list of key performance indicators, such as looking at fire exits to see whether they are blocked, partially obstructed or clear. Progress against any identified actions will then be closely monitored.”



Course helps to make frontline safer for staff and patients

NHS Highland managers are undergoing training aimed at protecting staff and patients from health and safety related injuries and ill health.

They are being offered the opportunity to attend a one-day course at Raigmore Hospital in Inverness, entitled “Managing Health and Safety in Healthcare Environments”.

Bob Summers, who is Head of Health and Safety, said that, as well as making the workplace safer, the course would help to improve health and safety culture in NHS Highland and help to reduce the number of absences due to sickness.

It also assists managers in identifying, assessing and controlling their workplace hazards with confidence whilst meeting their legal requirements. This all helps to maintain staff morale, improve patient safety and quality and it enables the managers involved to meet their KSF Core Dimension 3 and 4 PDP Requirements.

In 2009, the IOSH Safety for Senior Executives course was offered to senior managers, including Executive Directors, General Managers, Locality Managers and Departmental General Managers. This year, the Health and Safety Team is targeting training at the Charge Nurse, Team Leader and Section Head level.

Mr Summers said: “We have been pleasantly surprised by the level of uptake and the positive attitude of delegates taking part. We have managed to train up approximately 40 staff since August.

“It is a compressed course, with lots of information being passed across on the day, and we are conscious of this, but most of the delegates seem to have enjoyed it.

“The real success will be seen at ward and departmental level, where this additional training should result in reductions in injuries and improvements to staff health.”

The next course will be held on Tuesday November 16. This is already fully booked, but further courses are planned.

Mr Summers explained that it is a pilot course and is only available to Raigmore staff but, once an evaluation has been carried out and amendments made, it is likely that it will be run across most of the operational units delivered by Health and Safety Managers. Raigmore staff can book themselves onto the remaining courses through eKSF or by contacting Irene Stewart on Ext 4607 or via email on: irene.stewart1@nhs.net.

Whatever your views make sure they count by taking part in the NHSScotland staff survey online at

<https://www.keysurvey.com/survey/332537/1a04/>

The deadline has been extended to 12th November.

Or contact Caroline Parr for a paper copy: 01463 704639

Highland leads way in attracting potential organ donors

More people in the NHS Highland area are on the NHS Organ Donor Register than in any other health board area in Scotland.

The latest figure for Highland is 45.9%, compared to an average of 35.4% for Scotland and 28% for the whole of the UK.

The Scottish Government is currently running a national campaign to encourage more people to join the register - a confidential, computerised database, which records the wishes of people who have decided they want to leave a legacy of life for others after their death.

And NHS Highland Donor Coordinator, Debbie Gallagher, said she was keen to build on the success that is already being achieved in Highland.

She said: "I'm delighted that we have such a high percentage of the population on the register here. We also do well on donor numbers as the majority of the families we ask say yes.

"When we speak to families after they've lost a loved one, it makes a huge difference if that person is on the Organ Donor Register and if family members have had a conversation with them about donation."

She said she thought the success in the NHS Highland area was due to a number of different initiatives, including the work of volunteers who have been speaking to people attending at Raigmore Hospital in Inverness about organ donation and encouraging them to sign up for the register if they so wished.

And Debbie has been visiting secondary schools to encourage young people to consider whether they wish to put their names on the register and to talk to their families about the subject. This has resulted in 88% of 16 to 20-year-olds in Highland signing up.

She plans to continue to visit secondary schools. She also intends to do more outreach work in some of the smaller hospitals to raise awareness of organ donation with staff, patients and visitors.

Debbie said: "We want to get people to consider whether they want to be an organ donor.

"If they do, they need to ensure that their name is on the register and, whether they do or whether they don't, they need to talk to their family about their choice so family members will be aware of their wishes."

Anyone wishing to find out more about organ donation should call 0300 123 23 23 or go to www.organdonations.nhs.uk. Forms are also available in most healthcare centres.



0300 123 23 23
organdonation.nhs.uk

Care home fire response applauded

As investigations are still ongoing into the blaze that destroyed Culloden Court Care Home in Inverness (Monday 18th October), those who responded to the blaze and subsequent evacuation have been praised for their efforts.

Among them are the staff from Boots Eastgate Pharmacy who, after hearing about the fire, did everything they could to ensure that evacuated residents had the medication they needed for the Monday night and the day after.

Anne Failes is Monitored Dosage System (MDS) Team Manager at Boots Eastgate (MDS is a service designed to help staff in Care Homes deliver the best possible care for their residents). She heard about the fire early in the evening and, after speaking to the doctor at Smithton Primary School where the residents and staff were evacuated to she called in a team of nine, both dispensers and staff, to make sure that all medication needs were met.

Working until 3am on the Tuesday the staff dispensed and delivered the medication to each of the sites the residents had been moved to. They then spent Tuesday dispensing one week worth of medication for all residents and these were delivered Tuesday night, again across a number of different locations.

Mary Morton, Head of Community Pharmaceutical Services for NHS Highland, was quick to praise all the staff involved for their prompt actions.

She said: "I have passed on my sincere thanks to all members of the team involved for their efforts in working with others to minimise the adverse impact on the patients involved.

"In responding to this emergency they were able to make use of the NHS24 Urgent Supply of Repeat Medication Patient Group Direction which helped in providing pharmaceutical care in very difficult circumstances.

"I am very grateful for their actions which reflect well both on Boots as an organisation and pharmacy as a profession."

Highland dental nurse gets top marks

Congratulations to trainee dental nurse Gail MacLeod from Inverness Dental Centre who finished top out of 110 candidates presented with their SVQ in Dental Nursing.

Also completing the course were:

Wendy Doherty from Abban Street Dental Clinic; Sandra Van Zeist, Lorraine Macdonald, Donna MacLean, Emille Fyffe, Korrine Thomson, and Angela Walker all from Inverness Dental Centre; Louise McBain and Pamela MacRae from the Culloden Dental Clinic; and Claire Inrig and Ashley Armstrong from Lochshell Dental Clinic.

Scottish Health Council sets standard for greater participation in the NHS

A groundbreaking national standard that will help to ensure that patients and the public have a real say in health services has been launched.

The Participation Standard, developed by the Scottish Health Council (SHC), sets out what NHS Boards have to do to ensure that people can influence the care they receive and shape how services are designed.

It also means that, for the first time, comparable information on how NHS Boards involve patients and the public can be collected and analysed.



For example, the Participation Standard will measure how NHS Boards involve people in improving the information and advice provided to patients about their healthcare, and how people are supported to be involved in health service planning and improvement.

The format of the Participation Standard is similar to NHS Quality Improvement Scotland standards, which are familiar to NHS staff. NHS Boards will be required to complete a self assessment providing evidence against the Standard on how they have involved patients and the public in their care and in the design of services.

Self assessments will be submitted to the SHC which will report on the level reached and provide a commentary on its findings, including recommendations for improvement.

The SHC will also continue to work with patients, carers and communities to verify that these self-assessments accurately reflect their experience and help agree the level of achievement for each NHS Board.

The self assessment will be considered alongside the SHC's commentary as part of the Scottish Government's annual review of each NHS Board.

NHS Boards will be assessed against the Participation Standard each year, with the findings for how NHS Boards have performed in 2010-2011 due to be reported in the spring of 2011.

Health Secretary Nicola Sturgeon says: "The launch of the Participation Standard marks yet another significant milestone in our collective efforts towards a mutual NHS – a service that is truly owned by and accountable to the people who use and pay for it, which gives quality care to every patient, every time.

"I am very grateful to all those involved in developing the Participation Standard and I look forward to seeing what I'm sure will be high standards of involvement practice across Scotland."

Scottish Health Council Director Richard Norris says: "It is absolutely vital that NHS Boards listen and involve service users so that they continue to improve services and meet the needs of the communities they serve.

"The Participation Standard literally sets the standard for improved participation in services, bringing a consistent, national measure to participation for the first time.

"It not only gives us a baseline for how NHS Boards are performing in this important area, but will act as a driver for improvement, giving Boards the opportunity to demonstrate year-on-year progress."

Agencies recognised for listening to abuse survivors

A leading consumer body has recognised work done to seek the views of Highland women and children who have survived domestic abuse and other forms of Violence Against Women.

Consumer Focus Scotland has given the Highland Public Services Partnership a certificate of achievement in consumer engagement in decision making about local services for its work on the Highland violence against women strategy.

Violence Against Women Strategy Group Chairperson Moira Paton said: “I was very pleased that women were willing to work with us when we were developing the strategy. It’s much better than it would have been if we had not had help from survivors of abuse. They gave us real insight into what would make a difference for people seeking support from services.”

During the development of the strategy staff worked with groups like Women’s Aid and Rape Crisis to test out the consultation documents before they were published. The documents were changed to make them easier to understand and to address the issues which women wanted an opportunity to comment on.

Ms Paton said: “We are really grateful to all the survivors who were able to get involved and talk about their experiences of support. It is only from hearing it from those directly affected that we can know where we should focus our energy and resources for change.”

The service users influenced the strategy in many ways including suggesting an increased focus on training for staff to recognise violence against women and ask questions about abuse.

New developments to help newborn babies

Developments to the screening programme which helps thousands of babies every year were introduced across NHS Highland at the beginning of October.

Through the existing newborn blood spot test, health professionals will now be able to detect two inherited conditions – Medium Chain Acyl-CoA Dehydrogenase Deficiency (MCADD) and Sickle Cell Disorder (SCD).

Testing this early in a baby’s life gives the best chance of identifying, investigating and, if appropriate, managing these underlying conditions. This can offer the potential to prevent serious illnesses that can, in some cases, prove fatal.

Sally Amor, Public Health Specialist for NHS Highland said: “We welcome this development for newborn babies born across NHS Highland. We have an excellent uptake of screening from the existing bloodspot screening programme and we would urge all parents to take advantage of these new tests. Although these conditions are rare, it is important that we provide treatment and care at the earliest point in time to ensure the best health for those babies affected.”

The tests for MCADD and SCD are part of the changes to Scotland’s national pregnancy and newborn screening programmes, which included in December 2009 the introduction of a routine second trimester fetal anomaly scan for all pregnant women.

Team supports Highland-wide nutrition

The Quality Improvement Scotland Standards for Food, Fluid and Nutritional Care in Hospitals recommend that all health boards have a clinical Nutrition Team.

The NHS Highland multidisciplinary clinical Nutrition Team is based at Raigmore Hospital but has a Highland wide remit to help facilitate the management of nutrition support and is available to provide advice regarding complex nutrition support to any member of staff in NHS Highland.

Over the past 12 months members of the clinical Nutrition Team have set up a weekly “Nutrition Round” at Raigmore Hospital during which all patients receiving parenteral nutrition are reviewed by a multidisciplinary team. A number of medical and nursing staff have already joined the round to gain a better understanding of parenteral nutrition and anyone wishing to do so in the future should contact Emma Hughes Specialist Nutrition Support Dietitian on 01463 704325 or emma.hughes2@nhs.net.

The Nutrition Team has also contributed to the development of guidelines on PEG feeding, Naso-enteric Feeding and the management of refeeding syndrome. Links to these key documents can be found on the Nutrition Team’s newly established web page which can be found using the following link. We recommend saving the link onto your desktop so the page can be easily accessed.

<http://intranet.nhsh.scot.nhs.uk/Org/DHS/SSU/ClinicalServicesDir/NutritionandDietetics/NHSHNutritionTeam/Pages/Default.aspx>

The web page is still being developed, however as well as the guidelines, a variety of information leaflets for patients and contact details for members of the team are available.

Over the coming months the clinical Nutrition Team is hoping to develop new and update existing nutrition related guidelines which once completed will be available on the web page. As well as this individual members of the team are planning to develop and deliver nutrition related education over the next year for a range of health care professionals across NHS Highland. This will include training on all aspects of artificial enteral feeding e.g. management of PEG feeding.

Conference: early diagnosis better for dementia

Official figures estimate as many as 3000 people are living with dementia in the Highland Council area but hundreds of them don’t know they have the condition.

Experts say that means many people are missing out on treatment, support and opportunities to make choices about the care they receive. NHS Highland’s figures show just over 1700 people have been diagnosed with the condition. The issue was highlighted at a conference on Dementia held in Inverness last week.

Karen Watchman from Stirling University’s Dementia Services Development Centre gave a keynote address to the conference.

She said: “While we can’t yet stop or cure dementia there are treatments that can improve a person’s condition, giving them a better quality of life for longer, if they are diagnosed early. They can also make decisions about how they want to be cared for in future and to grant power of attorney to a trusted relative or friend. Early diagnosis opens doors to a more individual approach to care.”

To encourage more people to seek help if they are worried about their memory NHS Highland is changing how it organises appointments. Inverness, Invergordon and Golspie are pioneering the use of “memory clinics” where patients over 70 can speak to a psychiatrist and a nurse to discuss their concerns and, if required, they’ll be referred for tests. The patient can also be referred to social work for home care if appropriate. This way of delivering the service should speed up the process of getting answers for people worried about their memory.

Staff are also being trained to provide Cognitive Stimulation Therapy. CST is an evidence based intervention provided to groups of patients. They take part in structured activities, twice a week, aimed at stimulating various aspects of brain function which research suggests strengthen and improve their ability to concentrate and remember. Studies show the benefits of a seven week course of CST last up to a year.

NHS Highland’s Mental Health Collaborative Programme Manager Lynda Forrest said: “It’s understandable why someone worried about memory loss might put off having it investigated but in reality early diagnosis means a better quality of life for longer. Reading, driving, socialising can all be extended if someone is diagnosed early.

Dementia is an increasingly common illness and has touched the lives of most of us already. This conference encourages people who work in the health and caring professions, patients and carers to recognise that we all have a role in coping with dementia. It challenges us as patients, family, friends and professionals.”

Part of the conference included two mini drama performances with a mother showing signs of dementia talking with her daughter. This highlighted the frustrations that build up when the signs aren’t recognised or people deny there’s a problem.

The conference was delivered in partnership between NHS Highland, Alzheimer Scotland the University of Stirling and NHS Health Scotland.

New scheme rewards kidney services for green endeavours

NHS Kidney Care has welcomed the launch of a new scheme that encourages kidney units to implement sustainable healthcare.

The ‘Green Stars’ initiative has been launched by The Campaign for Greener Healthcare. It provides a measurable mechanism by which kidney care teams can demonstrate their achievements against national criteria, while encouraging a continued effort towards sustainable healthcare across the wider kidney care community.

Kidney units are invited to apply to be awarded ‘Green Stars’ by providing evidence of their green initiatives. Achievements will be celebrated on a dedicated website, with case studies made publicly available to illustrate real achievements and make the case for change to other units to accelerate adoption across the country. The ‘Green Stars’ initiative was launched at the 2010 Green Nephrology Summit, held to celebrate the achievements of the Campaign’s green nephrology programme. Championed by NHS Kidney Care, the programme enables individuals and teams to take an active responsibility in developing and implementing innovations -----to achieve more efficient and sustainable ways of working. NHS Highland has already achieved one green star for engaging in the process and with the introduction of teledialysis between Raigmore Hospital’s Renal Unit and Caithness General in Wick, which allows patient consultations, twice-weekly nursing updates and the delivery of in-house training without the need for either team to travel, and the telephone consultations with patients support for the scheme within the department continues.

Knowledge and Skills Framework Update

Current News...

The KSF Team is aware of an increase in staff using e-KSF to record their annual KSF personal development review, this is great news; more and more reviews are being signed-off daily.

All staff should note that annual development reviews should be “signed-off” by both the Reviewer and the Reviewee before it will be counted towards the HEAT target.

If you have not started using e-KSF yet, maybe because you have lost, forgotten or never received a user name and password, or you are not sure what to do, then please use the contact details at the end of this article to arrange for someone in your area to assist or train you.

Guidance material is also available on the Learning & Development intranet site where a range of short guides can be accessed, the guides range from those for managers wishing to create/submit or resubmit KSF outlines to guidance on evidence for your review.

Accessing e-KSF...

To access e-KSF an individual username and password is required; if you need more information about this please contact the e-KSF Administrator, Iain MacDiarmid, (01463 706721, email iain.macdiarmid@nhs.net).

You will also require an nhs.net email address, if you do not have one already please discuss this with your line-manager or supervisor or contact e-Health on 01463 704999.

KSF Feedback...

“I recently went to the reviewee training (K1001) and found it very straight forward, it was great to learn that I could put stuff into my evidence boxes whenever I had the time”. (Auxiliary Nurse, Raigmore).

“Went to the KSF Road Show in Portree, simple language, very straightforward, I logged in, entered some evidence, saved it and logged out”. (Staff Nurse, Skye).

“...just thought I would let you know how much I appreciated the 1:1 session on e-ksf... I have already gone through process with 2 staff and they understood me!!!!” (Integrated Team Leader).

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, the following courses are currently available to staff in North Highland;

K1001 for Reviewees K1009 for Reviewers/Managers

Please note that these courses require a basic working knowledge of personal computers; places are also extremely limited so managers are requested to consider sending staff on the course who will have the capacity to cascade the training back in the work place.

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

For staff in Argyll and Bute e-KSF training is delivered by David Templeton 01546 604978 (dtempleton@nhs.net).

David delivers combined sessions for both Reviewers and Reviewees and sessions are being run across localities throughout Oct-Dec. Please look out for posters in your area showing dates for each locality.

PDP&R, e-KSF refresher and short e-KSF demonstrations are available from;

Sally Munro 07810 180968 or email sally.munro@nhs.net, Argyll and Bute

Paul Simmons 01463 706885 or email paulsimmons@nhs.net, Highland

Antibiotic awareness day 18th November

European Antibiotic Awareness Day will be on 18th November 2010 and the focus is to promote prudent antibiotic use in hospitals. The primary target audience is antibiotic prescribers in hospitals and the secondary audience is hospital managers and hospital pharmacists. The Antimicrobial Management Team is supporting this awareness campaign in NHS Highland showcasing posters of local guidelines, audits of antibiotic use and a quiz to test your knowledge. So, watch out for a stand coming to a hospital near you!

In primary care, NHS Scotland, through the Scottish Antimicrobial Prescribing Group, have produced posters and leaflets for GP practices and community pharmacies entitled "Cold? Flu? Take Care, Not Antibiotics". These will be distributed throughout NHS Highland over the next few weeks.

For more information, please contact Alison MacDonald, Area Antimicrobial Pharmacist via Raigmore Microbiology Department.



www.handsonscotland.co.uk

New section for parents and workers

Hands On Scotland is an established, well-used website which helps frontline workers make a difference to children and young people's lives. It offers extensive practical information and 'hands on' techniques to respond helpfully to troubling behaviour. There are, on average, 11,000 visitors to the site every month. Evaluation has shown that this website has increased workers' understanding of troubling behaviours; their confidence; and the sense of feeling supported in their work.

Now the Hands On Scotland website has a new portal on how to help children and young people flourish! This was developed by Playfield Institute, NHS Fife.

Public Health Minister Shona Robison said: "Scotland is already internationally renowned for our commitment to improving the mental health of our population of all ages.

"Frontline workers make a massive contribution to this goal, none more so than the staff who work with our children and young people - including some of the most vulnerable. This new web portal builds on this strong foundation and provides a new resource that will make a real difference to people's lives.

"The link between our childhood experiences and our mental health in later life is today increasingly understood. The practical and inspirational information found on the portal will help all of us in our shared aim of creating a successful Scotland where everyone has the opportunity to reach their full potential."

The new portal is a unique resource giving information, ideas and activities to help promote positive mental health, or flourishing, in all children and young people. It also aims to prevent the difficulties described in the Troubling Behaviours section and to help improve workers' and parents' own mental health, thereby creating a flourishing community.

This new portal was designed for parents, carers and anyone working with infants, children and young people.

It contains 14 topics covering a wide range of issues including confidence, resilience, gratitude, good relationships, sense of purpose and emotional balance. The information is drawn from extensive literature in positive psychology, health promotion, education and public health.

Key messages from the new portal are:

- Look after and build up your own mental health
- Believe that each child has the potential and the right to flourish
- Listen, to understand how each child really feels
- Help each child discover their own unique worth
- Connect well with each child and you will help them connect well with others
- Encourage each child to enjoy the present moment

There are also 33 activities designed for parents and workers to use with groups or individual children and young people to help them build good mental health.

The site is continually evolving: each section has a feedback form, and comments from these forms will result in the website team adding or changing information and advice.

Visit the website at www.handsonscotland.co.uk and help build flourishing young lives.

Letters to NHS Highland



"My sister passed away peacefully in Ward 5A this month.

I am writing to commend Dr Martin Wilson and the team of nursing staff who oversaw her care for the past six weeks after she was admitted, for a number of reasons she was a very vulnerable patient.

At no time did I feel anxious about leaving her in the care of the staff as they treated her with compassion and respect, attending to her needs as whole person and not just her physical nursing requirements. Dr Wilson was also very good at communicating with us as a family, personally phoning several times to let us know of any changes in her condition. Such dedication and personal interest from a consultant was unexpected but very welcome and reassuring.

It was my sisters wish to die in the Hospice but the acute nature of her final illness prevented that request being fulfilled. However, I do not believe we could have received any greater concern, understanding or attention than we did in 5A. When death became the only possible outcome the situation was clearly and compassionately explained to us as a family and

my sisters comfort, physical and emotional, was very evidently of prime concern.

As a family we want to commend and thank Dr Martin Wilson and the staff of Ward5A for attaining such a high professional and compassionate standard of care."

Patients relative from Inverness

"This letter is written in order to congratulate you on the excellent customer service at the reception of Abban Street dental clinic.

I am a patient here and I understand it is my responsibility (and interest) to remember about my appointments, therefore I had a very pleasant surprise the other day when I received a phone call reminder about my visit. I am so impressed by the level of care you provide here."

A patient from Inverness

"I was recently a patient on the 3rd floor of Raigmore after pulling my hamstring muscle and the bruise became infected and needed intravenous antibiotics.

Due to another medical condition it was slightly more complicated and I was in longer than expected.

The purpose of this note is to simply let you know how impressed I was by all the staff that looked after me in the ward. Their professionalism, humour, kindness and support was a huge boost to me.

It frustrates me to read about lack of patient care, if the treatment I received reflects what's happening throughout Raigmore you can all be very proud of your efforts."

A Patient via email

"I was admitted to Raigmore following a fall off a mountain bike. I would like to express my appreciation for the treatment I received and the care taken by all the staff in met in A&E and Ward3C and associated departments. I was seen promptly, my ankle x-rayed and plastered and I was informed by a member of the orthopaedic team that I would need surgery. Mr Renshaw saw me before his list the following morning and did the repair that afternoon. Throughout the ward staff were helpful and professional and took trouble to ensure that arrangements were in place for me to be discharged. I was delighted that everything went so smoothly."

A Patient from West Lothian

Retiral Corner

Jan Bell, PA to the Chief Operating Officer retired at the end of August. Jan has supported numerous CEOs across NHS Highland through various reorganisations and held a wealth of memories of days gone by. At Jan's request a quiet lunch (!) was held and a few surprises presented. She has taken to her new role of Head Gardener and Chief Granny with gusto. We wish her a long and happy retirement.



If you wish to acknowledge a colleague's retrial please send copy (no more than 200 words) and a photo to erin.greig@nhs.net or Christina.macdonald1@nhs.net

We can only accept electronic copy / photos

From the Archives and beyond

A number of archival and other queries over the years to the Highland Health Sciences Library have thrown up connections between the local area and the wider world. This article looks at some of these.



Sir William Osler – by Thomas C. Corner (1865-1938), 1905.

Source: [The Alan Mason Chesney Medical Archives](#)

The first links the Osler Library of the History of Medicine, McGill University, postgraduate medical education and the Culag Hotel in Lochinver. Sir William Osler (pictured left - 1849-1919) started life in a parsonage in what is now Ontario, Canada. He had a distinguished medical career in Canada, America and the UK. His tenure in Oxford included looking after the principal editor of the Oxford English Dictionary – James Murray. Sir William holidayed in our area and stayed in the Culag Hotel in Lochinver. Here as well as fishing he drafted an unpublished letter to the Times on the subject of the training of doctors. You can read more about Sir William in the Library at WZ 100 CUZ – *The life of Sir William Osler* by Harvey Cushing, Oxford University Press, and WZ 305 OSL – *The quotable Osler* edited by Mark E. Silverman, T. Jock Murray, Charles S. Bryan, American College of Physicians.

The second links the eminent child psychologist John Bowlby to Trumpan Churchyard on Skye. Bowlby was born in London in 1907, and his work focussed on child development and he pioneered attachment theory. His experiences at boarding school were formative in developing this theory. He studied at Cambridge and London. During and just after the Second World War he studied the effects of separation on evacuated families. His last work was a biography of Charles Darwin. Bowlby had a house on Skye and was a frequent visitor to the area. After his death in 1990 he was buried in Trumpan (pictured right). You can read more about Bowlby and his theories in the Library at WS 105 BOW – *A secure base: clinical applications of attachment theory* by John Bowlby, Routledge, and WS 105 BOW – *Maternal care and mental health* by John Bowlby, World Health Organization.



Trumpan Churchyard – photo copyright: Marie Kerr www.mariekerrphotography.com used by kind permission.

For more information please contact the Highland Health Sciences Library – 01463-255600/ ext. 7600.

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

Staff flu vaccine drop in clinics no appointment needed

Tues 2 nd November	Occupational Health Broom House Raigmore	0930 - 1630
	CGH OH room	1000 - 1600
Wed 3 rd November	Belford Hospital Fort William Outpatients	1000 - 1600
Thurs 4 th November	Grantown on Spey Hospital	1000 - 1600
Fri 5 th November	Lawson Memorial Golspie	1000 - 1600
	Nairn Outpatients RmG38	1000 - 1600
Tues 9 th November	Fort William Health Centre	1000- 1800
Thurs 11 th November	New Craigs treatment room	1000 - 1600
	Dunbar Thurso Scanning Rm	1000 - 1600
Mon 15 th November	Nairn Outpatients, Rm G38	1000 - 1600
Tues 16 th November	Migdale Old Nurses Home	1000 - 1600
Wed 17 th November	Invergordon Outpatients	1000 - 1600
Thurs 18 th November	Grantown on Spey Hospital	1000 - 1600
Fri 19 th November	Dingwall Outpatients	1000 - 1600
Mon 22 nd November	Occupational Health Broom House Raigmore	1000 - 1600
Tues 23 rd November	Occupational Health Broom House Raigmore	1000 - 1600
Wed 24 th November	Portree Hospital	1300 -1900
Thurs 25 th November	Dr Mackinnon Broadford	0830 -1230
Thurs 25 th November	RNI speech & Language clinic room	1400 - 1700
Fri 26 th November	St Vincents Outpatients	1000 - 1600
Tues 30 th November	Belford Hospital Fort William	1000 - 1600
Thurs 2 nd December	RNI speech & Language clinic room	1400 - 1700

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**

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.