

Team Update



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NHS Highland Annual Review 2008



This year's Annual Review included an exhibition of alcohol services in Highland. NHS Highland staff were joined by workers and volunteers from a number of voluntary organisations including the Highland Users Group (pictured speaking to Public Health Minister Shona Robison above). More on page 2

Stroke Unit Open Day

Raigmore Hospital's Stroke Unit had an open day this month (10th September) to showcase some of the hard work and ideas that have gone into caring for people throughout Highland who have suffered a stroke.

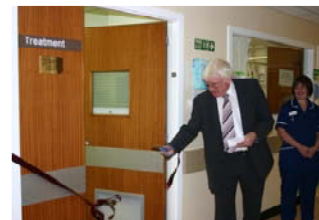
The Stroke Unit Team led by Dr Paul Findlay is always looking for ways to provide improved and innovative stroke care for the patients, their families and carers. They used the open day to show the public some of the work and issues that they have addressed. Dr Findlay said: "It is a great opportunity for us to show just what we are doing to improve care for patients and those around them. We had demonstrations of how using a Nintendo Wii can help with rehabilitation and we launched our driving protocol, a Highland wide tool which gives advice to health professionals about driving following a stroke.

Our new clinic room was also officially opened by Chest Heart and Stroke Scotland Chief Executive, David Clark. This will be used for rapid treatment for patients who have come in with a minor stroke or a transient ischaemic attack (TIA, commonly

referred to as a mini stroke)."

Chest Heart and Stroke Scotland will also be in attendance and will have their latest materials with them, including how to manage swallowing difficulties and how we deal with it, and information for those living and dealing with communication difficulties.

Linda Campbell, Stroke Coordinator for NHS Highland, added: "In 2007 there were over 600 patients treated for stroke illness in the Stroke Unit and the Rapid Access Neurovascular Clinic. Currently in Highland we have 2000 people who are living with a stroke disability. The open day showed what treatment and support is available for them, as well as their family and/or carers."



Above: David Clark cuts the ribbon as CN Janet Macrae looks on

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Annual review cont.

Changing our relationship with alcohol



Above: Apex Scotland meet the Minister

Health Minister Shona Robison was introduced to health staff developing brief interventions for risky drinking and met staff and volunteers from a range of agencies involved in treating and preventing alcohol problems including Apex Scotland, Beechwood, Terence Higgins Trust, Highland Drug and Alcohol Action Team, and Health Promoting Schools.

The event was organised by Substance Misuse Coordinator Dougie Montgomery, Head of Health Improvement Cathy Steer and HDAAT Substance Misuse Strategy and Implementation Manager Suzy Calder.



Above: Suzy Calder from Highland Drug and Alcohol Team

Progress on improved Cancer Waiting times

Public Health Minister Shona Robison congratulated NHS Highland on meeting the target for at least 95% of patients referred urgently by their GP to be in treatment within 62 days. The Board said it was now concentrating its efforts on meeting the additional target for all breast cancer patients to be in treatment within 31 days of diagnosis.

NHSmail News

NHSmail will move to the new exchange platform on Friday 26th September. NHSmail will be unavailable from 8pm on 26th September until 6am on 29th September.

Further communications will be sent out shortly. Please make sure you read the communications that are being sent out as it contains important information about what will happen before and after migration.

Please note that this does not affect those staff who have not yet received an nhs.net email address. Your migration will take place between 20th October and 14th November.

From the editor ...

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

In this issue we have a special section dedicated to the Centre for Health Science.

If you would like to write an article or submit information (letters or photographs) for future issues of the Team Update, please email the Communications Team via the email address on

the NHS Highland Website:
staff@haht.scot.nhs.uk or contact
Christina.macdonald@hnb.scot.nhs.uk

Remember, **your** news and views are important!

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Lochalsh Healthcare Centre Official Opening



Above: Nicola Sturgeon before the unveiling of the plaque

The new Lochalsh Healthcare Centre was officially opened by Deputy First Minister and Cabinet Secretary for Health and Wellbeing Nicola Sturgeon on 26 August.

The purpose-built Healthcare Centre is home to up to 50 staff including a GP practice and two dental surgeries. Over time the new facilities and additional staff will allow NHS Highland to expand access to NHS dentistry to an additional 1000 people. The Centre also provides a base for district nurses, midwives, the Community Mental Health Team, physiotherapist, speech and language therapist, occupational therapist, learning disability team and public health practitioner. The Centre replaces a number of buildings which were no longer fit for purpose.

Health Secretary Nicola Sturgeon said: "Lochalsh Healthcare Centre is a great example of

collaborative working to provide a range of vital health services under one roof. I'm particularly pleased to see the expanded and upgraded dental facilities which are a clear indication that our drive to increase NHS dental provision in the Highlands is now starting to bear fruit."

The Cabinet Secretary met with staff and toured the Centre's many consultation and treatment rooms including several equipped to support staff caring for patients with special needs. On the dental floor there is a Soft Treatment Room which has small sofas and a low sink - an environment which is ideal for teaching very young children how to prevent tooth decay.

Ms Sturgeon's visit to open the £3.2million pounds building is commemorated on a plaque in both English and Gaelic in line with all signage in the building. Funding for the bilingual signs has come from Bord na Gaidhlig. She was also introduced to pupils from Plockton High School who have been commissioned to provide a mural for the patient waiting room with funding from Kyle Community Council. Local artists have donated pieces for display throughout the building.

International Confederation of Midwives

Several midwives from throughout NHS Highland, along with almost 3,000 from all over the world, attended the 28th Triennial International Confederation of Midwives, held in Glasgow.

Fantastic stories and research was shared – among them one midwife from Afghanistan saying how the war has really helped to bring about a good midwifery service, they used to have a handful of midwives and now have over a thousand thanks to the new freedom available to the population. Or the story of one having to travel on mule for 40 miles while in the second stage of labour needing help and finding that there was none there and having to go elsewhere – all this in the 21st century.



Those attending left feeling entertained, enthralled and empowered. Speakers during the conference included the Prime Minister's wife, Sarah; Princess Anne; and Princess Muna al Hussein (the King of Jordan's widow).

The workshops were excellent. One of our own midwives, Sarah MacLeod presented at one and the poster presentations included several from NHS Highland.

Staff Awards 2008

NHS Highland is delighted to be hosting its Staff Award Scheme for the third year running. The Award Ceremony will be held on Friday 26 September at 12 noon in the Waterside Hotel, Ness Bank, Inverness.

The scheme was set up to pay tribute to the work of staff and volunteers who go the extra mile to improve health and patient care. The 10 Award Categories are as follows:

Community Award – an outstanding NHS worker in the community. This might be for example; a health visitor, community midwife, practice nurse, Community Psychiatric Nurse.

Nominations for this award are as follows: (4)

- Hannah McLean, Community Mental Health Nurse, Caithness
- Eileen Alexander, Learning Disability Nurse, Inverness
- Mary Clunas, Clinical Manager, Inverness
- Dr Alison Brookes, GP, Thurso

Support Worker Award – a cleaner, porter, or other support worker who goes beyond the call of duty to contribute to excellent patient care.

Nominations for this award are as follows: (3)

- Anne Mowatt, Psychiatrist Secretary, Caithness
- Sam Way, Porter, Dunoon General Hospital
- Alexander McGowan, Porter, Victoria Hospital, Rothesay

Hospital Worker Award – a nurse, nursing auxiliary, doctor, radiographer or other clinical worker who goes the extra mile to put patients at ease and improve the quality of patient care in their area.

Nominations for this award are as follows: (7)

- Helen Clark, Staff Nurse, Lorn and Isles District General
- Dr Grant Franklin, Consultant Acute Care Physician, Raigmore Hospital
- Margaret Macpherson, Nurse, Raigmore Hospital
- Dr Elsepagh, Consultant, Raigmore Hospital
- Dr Alison Brookes, GP, Thurso
- Fiona MacDonald, Staff Nurse, Raigmore Hospital
- Eileen Alexander, Learning Disability Nurse, Inverness

Improving Patient Service Award – an individual or team who has successfully designed and introduced service changes, in an innovative way, which have resulted in improved patient care.

Nominations for this award are as follows: (6)

- Irene McKain, Patient Activities Coordinator, Caithness
- Jill Mutton, Mairi Ross, Suzanne Lindsay, Morag Ross, Physiotherapists Surgical Unit, Raigmore Hospital



Above: Last years winners

- Claire Gunner, Dysphagic Chef, Fort William
- Karen Mackay, Janet Kellock, Infant Feeding Advisers, Inverness
- Eileen Alexander, Learning Disability Nurse, Inverness
- Katrina Flannigan, Helen Groom, Respiratory Nurse Specialist & Physiotherapist, Lorn and Isles District General Hospital

Volunteer Award - a Volunteer who has shown outstanding commitment and dedication and contributed significantly to improved patient services or health in Highland.

Nominations for this award are as follows: (2)

- Frank Holmes, Chair Patients Council, Inverness
- Rona Membury, HHVN Volunteer, Inverness

Best Patient Leaflet or Publication Award – an innovative and outstanding publication, which communicates information effectively to a target audience, is produced cost-effectively and has an appealing design. This individual or team will have involved patients, carers or other service users to improve patient information.

Nominations for this award are as follows: (2)

- Suzanne Lindsay, Morag Ross, Senior Physiotherapists, Raigmore Hospital
- David Ritchie, Caroline Champion, Communications Manager & Planning and Public Involvement Manager, Argyll and Bute

Team Award – a team who work together in any field of the NHS and who demonstrate good team working, setting an example to all.

Nominations for this award are as follows: (10)

- York Day Hospital Team, Multidisciplinary Day Hospital, RNI, Inverness
- Support Worker Team, Community Mental Health, Support Workers, Caithness
- Jill Mutton, Mairi Ross, Suzanne Lindsay, Morag Ross, Physiotherapists Surgical Unit, Raigmore Hospital
- Broadford Hospital Theatre Team, Broadford Hospital, Skye

- Eileen Alexander, Learning Disability Nurse, Inverness
- Scottish Blood Transfusion Service, Inverness
- Mr Ian Daltrey & Breast Care Team, Raigmore Hospital
- Aird Medical Practice, Medical Team, Beauly
- Nursing Staff, Ward 6A and 6C, Raigmore Hospital
- Jean Shaw & Clerical Team, Obstetrics and Gynaecology, Raigmore Hospital

Mental Health/Learning Disability Award – an NHS worker who makes an outstanding contribution to the quality of life for people with mental ill health or learning disability.

Nominations for this award are as follows: (1)

- Eileen Alexander, Learning Disability Nurse, Inverness

Health Improvement Award for individual or team who has demonstrated innovation and excellence in the field of health improvement and promotion and illness prevention.

Nominations for this award are as follows: (3)

- Katie Wilson, Jean Macleod, Margaret Bremner, Smoking Cessation Advisers, Bonar Bridge
- Claire Gunner, Dysphagic Chef, Fort William
- Karen Mackay, Janet Kellock, Infant Feeding Advisers, Inverness

“Behind the Scenes” Award – for an individual, or team, who works behind the scenes in the organisation to support frontline staff or systems to provide enhanced services.

Nominations for this award are as follows: (3)

- Joanne Lewin, Secretary, Inverness
- David Sutherland, Raymond Harrison, Storeperson, Inverness
- Personnel Team, Employment Services, Caithness

Welcome to NHS Highland - DVD and eBook



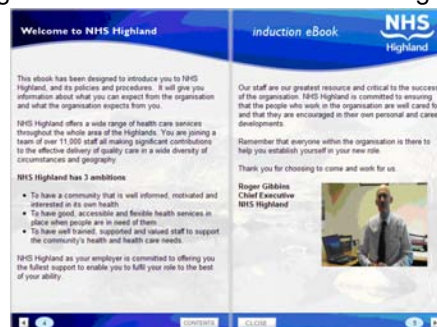
NHS Highland places significant importance of ensuring all staff, regardless of occupation and working arrangements, begin their employment in a positive and supportive environment.

This DVD and eBook has been produced to assist new staff with settling into their new role. Designed to give them an understanding of what they can expect from us as their employer, and also what we expect of them as employees. Intended to be viewed by healthcare workers at all levels, across all disciplines, as part of the NHS Highland Corporate Induction Programme.

The DVD features staff and patients from various parts of the organisation and includes the following subjects:

- Overview of NHS Highland
- Staff Governance
- Equality & Diversity
- Health & Safety
- Occupational Health

Further information is provided by an interactive electronic eBook that features the following subjects:



<ul style="list-style-type: none"> • About NHS Highland • Clinical Governance • Complaints • Control of Infection • Equality & Diversity • Fire Safety • Health & Safety • Incident Reporting 	<ul style="list-style-type: none"> • Information Governance • Management of Violence & Aggression • Moving & Handling • Occupational Health • Partnership Information • Network Policies • Partnership Working 	<ul style="list-style-type: none"> • Patient Focus & Public Involvement Staff Governance • The Corporate Induction Programme • The NHS Knowledge & Skills Framework • Welcome to NHS Highland
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To find out more and order your departmental copy, please contact Paul Maber, Induction Project Officer on 01463 706878 or email paul.maber@haht.scot.nhs.uk.

Agenda for Change Update

Progress Report

At the end of August, there were still 629 bank and 228 substantive staff in Argyll & Bute CHP still to be assimilated – a total of 857, which is 111 fewer than at the end of July. Assimilation progress should continue to accelerate now that agreed generic bank job descriptions are with managers in the CHP. This will impact on the assimilation of all staff, as quite a number of those outstanding are staff who have moved between bank and substantive contracts on the same pay number.

The position in the remainder of NHS Highland is that 180 bank and 173 substantive staff remain to be assimilated – and many of these are “stuck” pending the outcome of reviews for colleagues in identical or similar jobs. The numbers left on Whitley continue to decline month on month as more data comes to hand or review outcomes become known. Managers are asked to respond to requests for employee data as quickly as possible to help us get these last few staff assimilated. There are still a small number of job descriptions outstanding, and **managers must get these to the AfC Team for matching without delay.**

Small numbers of staff already assimilated are still awaiting payment of arrears where this is due – 5 in Argyll & Bute CHP and 79 in the rest of NHS Highland. These are mainly staff who were acting up into higher graded posts, or staff whose on-call was paid as overtime, and work continues to pay these arrears as soon as possible.

80% of staff who have left NHS Highland have now received assimilation letters and had arrears processed. This has also generated a small number of additional review requests, with the current number of individual requests now 1281, covering 823 separate jobs. By the end of August, 229 staff had been informed of the outcome of their review request, with 73 being successful and 156 unsuccessful. Further staff will be notified as reviews are processed and consistency checked.

New Starts

Managers are reminded that as far as possible jobs should be advertised on AfC Pay rates and new starts placed on these at the commencement of their employment or change of job. **Placing new starts on Whitley slows down the assimilation of existing staff and should be avoided.** Managers should contact the AfC Team

or the Recruitment and Employment Services Team if guidance is needed on jobs which do not have a known AfC Band. Please also complete New Start and Change Forms clearly - do not, for example, write A&C4 if the job is a Band 4!

Reviews

The AfC Team tries to be as flexible as possible in scheduling reviews, but it is not possible to agree to every request for prioritisation, no matter how compelling the reason given. The FAQ sheet in August's Team Update gives much more detail on this. Managers and staff should also be aware that the process of reassimilation does not allow us to proceed either strictly chronologically or by staff group, although we will try to do as much of these as we can. Staff who have submitted a number of review requests, or are in posts where a colleague has submitted a request, will inevitably take longer to reassimilate because we need to know all the outcomes.

The good news is that the process of reassimilation is now under way for staff whose review requests were successful. All review requests will be processed and all arrears due will be paid. The number of requests makes this a major task and once again we have to ask staff to be patient while we work through the backlog.

Dunoon Community Casualty Unit

The new Dunoon Community Casualty Unit was officially opened on the 07 August in front of invited guests which included local staff, representatives of local community groups and local politicians. The cutting of the ribbon was carried out by Helen Waddell the longest serving member of the staff at the hospital. Helen said that she was honoured to be asked to carry out the opening and that she remembers when the original building was opened by the Duchess of Gloucester.

The new unit is the third phase in a £3m investment in the hospital and includes a recovery room, treatment and observation room, new x-ray equipment, out of hours consulting rooms, crash room and a place of safety room.



Above: The ribbon cutting

Viv Smith, Locality Manager for Cowal and Bute thanked everyone involved and said there was a fantastic team of people in the hospital and that they had all put in a lot of time, energy and hard work into bringing the project

Important Pay Matter

NEW CIRCULAR ON RECRUITMENT AND RETENTION (RRP) PAYMENTS FOR SOME STAFF ON PAY PROTECTION – GET IN TOUCH IF YOU WERE AFFECTED!

A circular on RRP payments for some staff has recently been issued by the Scottish Government. The payment will be made to all staff in the following Agenda For Change groups who were on salary protection at 1 October 2004, will be updated annually in line with the usual pay rise, and will be sufficient to ensure that these staff are no longer on pay protection.

Here are the staff groups covered:

Staff Group	Application
Chaplains Agreement	already implemented.
Clinical Coding Office	Band 3 Clinical Coding Officer
Cytology Screeners	Cytology Screeners Band 3 and 4
Dental Nurses/Hygienists	Dental Nurse Band 3 and above
Dental Technicians/Therapists	Dental Technicians Band 4 and above
Estates Officers/Works Officers	Estates Officer Band 5 and above
Financial Accountants	Finance profiles Band 5 and above
Invoice Clerks	Finance Assistants Bands 1, 2 and 3 dealing with invoice processing
Biomedical Scientists (MLSOs)	Profiles at Band 5 and above including Biomedical Scientist profiles, Healthcare Science Profiles and Professional Manager profiles
Payroll Team Leaders	Finance Team Leader Band 4 and above
Pharmacists	Qualified pharmacist profiles Band 5 and above
Qualified Maintenance Craft persons	Covered by separate agreement
Qualified Maintenance Technicians	Covered by separate agreement
Qualified Medical Technical Officers	Medical Technical Officers (staff previously on MTO PTB pay scales) at Band 4 and above
Qualified Midwives	Band 5 Midwives
Qualified Perfusionists	Agreement already implemented

NHS Highland's Terms and Conditions Group has agreed, in partnership, that the exercise to try and identify staff in these groups and bandings, who were on protection at 1 October 2004, would be extremely time-consuming and onerous, and would divert Payroll resources from their vital ongoing tasks of Agenda For Change assimilation and arrears, which are still not yet complete. Therefore, we have decided to issue this staff notice, and invite anyone who thinks that their post fell into one of these categories **and was on salary protection at 1 October 2004** to get in touch in order that your case be considered.

We have also agreed that anyone whose post is currently the subject of a review request will not have their application for this RRP considered at this point, to avoid the need for repeat calculations of assimilation/arrears by the Pay Unit.

Action for you

If you consider that your post is one of the above, and you were on salary protection at 1 October 2004 (following assimilation), please get in touch with Jana Cieskova on 01463 706722 email jana.cieskova@hpct.scot.nhs.uk and simply provide your name and pay number. Thereafter, the Terms and Conditions Group will consider your case against the criteria in the circular, and advise you of the outcome of this. Please bear in mind that Jana will not be in a position to take a view or offer advice, so there will be no benefit for you in any discussion etc with her, beyond providing her with these brief details.

If you wish to have a look at the circular, it is available at www.show.scot.nhs.uk/sehd/publications.asp and is referenced PCS(AFC)2008/11.

Please share this notice widely with colleagues. It is available on the intranet and in Team Update.

Adam Palmer Philip Walker
Joint Chairs, NHS Highland Terms and Conditions Group

Review of Nursing in the Community



Progress

- Work continues in Lead pilot sites on developing the new service model.
- The caseload profiling tool has been tested in Tain, thank you to everyone there, and will be taken to the next Pan Highland Team Leader Action Learning set for agreement – see Events
- There was a Steering group meeting on 26 August – good news announced was the commitment of £100.000 for education and training from the Scottish Government
- The Education & Training Subgroup met on 18 August and are progressing with their workplan
- Many PDPs have now been completed in the pilot sites and people are working on Learning Development Plans (LDPs)

Q&As

- A revised version has now been sent to the Steering group, this is almost ready.

Education

- See progress section above
- There is a new NES transition education website - www.chntransitioneducation.scot.nhs.uk
- The NES Educational group met in August, see above website for further information

Evaluation

- A reminder about the Questionnaire is being sent to community nursing staff by the research team as part of the baseline in early September. Another reminder will be sent out 2 weeks after with the questionnaire. Please do fill this in and encourage your colleagues to do so. It gives staff the opportunity to input their knowledge and views into the baseline evaluation. The research team informed us that so far our response rate is better than Borders and Tayside and with reminders to go out we could rival Lothian's 67% return! So thank you to everyone so far.
- The research team would also like to thank everyone for their help with the baseline study. The focus groups and manager and patient interviews went really well.
- The Evaluation subgroup is developing the tender for the evaluation of the new service model. Timelines are still being discussed at the Programme Board and Project Manager group.

Patient Information Leaflet

- The leaflet has now been localised for Highland and will be printed shortly. Local Implementation groups and pilot sites are considering who to send this to and numbers required.

Events

- The Pan Highland Team Leader Action Learning set is scheduled to meet on Thursday 11th September 2008. There will be 2 venues - Oban – Council Chambers, Albany Street and Invergordon – Training Room, County Hospital. The meeting time has changed due to difficulty getting VC venues - it will now be 10.00am – 2.00pm.
- VC link ups of Team Leaders in the pilot sites are being set up for Sept to Dec, revised dates will be sent out in early Sept
- CHPs are holding local Review of Nursing in the Community stakeholder events for September or October – for the date in your CHP please contact your Lead Nurse's secretary.
- There are 3 pan Highland Review of Nursing in the Community Nurse events being organised for November. The dates are currently being finalised and a flyer will be circulated and they will be in the next Team update.

Intranet

- There is now a new page on for Review of Nursing in the Community, this can be found under Projects. There are range of documents on there and more to be added.

Thank you for everyone's continued support and work on this project

If you have any comments or suggestions on what you would like to see in the Team Update or on the intranet, or if you have any queries or would just like to chat about the project – see below

Fiona Sharples is going on maternity leave from early September, Pat Tyrell will be leading on this project for 3 days per week once cover has been established for her lead nurse role for these days. In the meantime please contact Pat Tyrell - p.tyrell@nhs.net or Heidi May's office - lynn.lynes@hpct.scot.nhs.uk or email RONC@hnb.scot.nhs.co.uk

Centre for Health Science Special



Above: Artists impression of the centre

The Centre for Health Science is probably the first of its kind in the UK bringing together the public, private and academic sectors in healthcare and biotechnology.

The key stakeholders in phase two are NHS Highland (with funding from the University of Aberdeen and ACT), NHS Education for Scotland (NES), UHI Millennium Institute, and the Centre for Rural Health.

Phase 1 which opened in October 2006 already accommodates the University of Stirling's Department of Nursing and Midwifery and their Highland Health Science library as well as NES offices.

The CfHS is a 3-phase development financed by Highlands & Islands Enterprise and the ERDF, costing a total of £23M. A further £3 million is being provided by the key tenants to equip the building. Phase two, comprising the NHS Highland Clinical Skills Centre, the Inverness Dental Centre and the University of Aberdeen funded Centre for Rural Health opened on 4 August

The Highland Clinical Skills Centre

Mr Kevin Baird Orthopaedic Surgeon at Raigmore chaired the project group progressing this part of the development. It will be led by him as Clinical Skills Lead for NHS Highland. The Centre has been purpose designed for simulation teaching and training

including resuscitation skills taught to medical, nursing and allied health professionals. As well as dental students of healthcare, and endoscopic techniques to GPs and hospital staff. Sophisticated electronically operated patient mannequins will be widely used for teaching diagnosis and therapies, and a room will be set up as a hospital ward for teaching bedside skills for all health disciplines. It is hoped that these improved teaching facilities will encourage a greater number of undergraduate medics to spend time in the area and will contribute directly to recruitment and retention of high calibre medical staff.

Continued over the page...

The Highland Clinical Skills Centre

The Clinical Skills Centre has:

- A four bedded simulated ward area, including a simulated ITU bed space.
- A high tech Practical Skills Lab which will be used for the teaching of surgical skills techniques
- Five Seminar Rooms equipped to a very high standard, two of which can be enlarged into one larger space when required
- Two larger Training Rooms, one hosting the Resuscitation Training Service and one for providing Health and Safety Training in Violence and Aggression and Moving and Handling
- Four "mid fidelity" anatomical models (HAL, Paediatric HAL, NOELLE and baby NOELLE)
- A large number of other anatomical models
- Access to the training facilities of the Inverness Dental Centre with a 45 seat tiered mini Lecture Theatre
- The Phantom Heads Lab
- The Simulator Room with the latest computer controlled anatomical models

Centre for Health Science ...

Continued...

The design process has been influenced by a large group of clinical colleagues throughout NHS Highland and the academic sector. Representatives visited other Clinical Skills Centres throughout Scotland, England and Eire in order to capture lessons learned. As a result we now have a facility which will be the envy of many organisations throughout the country and will go a long way towards developing the clinical skills of NHS staff throughout the Highlands.

Great effort has been made to ensure that the IT within the building can be used to video conference events within the building to and from locations

throughout the rest of the Highland area. The majority of the rooms will permanently record the training activity being carried out for the benefit of students and tutors in order to capture (good and bad) lessons learned.

We are indebted to the NHS Education Scotland, the University of Aberdeen and the University of Stirling for their financial contributions to help create the Clinical Skills Centre. Dr Jim Rennie, Deputy Chief Executive of NES and Prof Malcolm Laing, Undergraduate Dean from the University of Aberdeen deserve special mention for their personal enthusiasm and making the financial contribution happen.



Above: The courtyard under construction



Above: An artists impression of the finished courtyard

The CfHS Art Project

An interesting aspect of this state of the art building was the decision to incorporate a public art project. Glasgow based artist Jackie Donnachie was appointed as lead artist and has been actively involved in all aspects of the design and build.

A key feature of the second phase is the central courtyard which has been landscaped to incorporate a wheelchair training area as well as an area to be used by the Occupational Therapy department at Raigmore. Look out for the innovative and interesting art material in the building.

The Clinical Skills Centre on the first floor hosts photographs of artefacts previously stored in the basement of Raigmore Hospital and now on show to a wider audience behind panels in the Clinical Skills Centre corridors

Further Information & to book a room

To book a room in the Clinical Skills Centre please contact Ailsa Armstrong, Clinical Skills Educator; to use the Seminar Rooms, Practical Skills Labs or Training Ward call extension 7813; Training Room 1a/1a - Health & Safety Room, Kerri Maclean, extension 6893; and for the Resuscitation Department - Pam Gowie, extension 7815.

For further information regarding the Clinical Skills Centre please contact either Mr Kevin Baird, Clinical Skills Lead on email Kevin.baird@nhs.net or Mrs Ailsa Armstrong, Clinical Skills Educator.

Further reading... If you want to know more check out the website www.centreforhealthscience.com

Centre for Health Science ...

The Inverness Dental Centre

This facility will aid retention and recruitment of all dental professionals which will lead to improved patient care and access to dental services.



Above: the polyclinic

◆ There will be 14 dental chairs for teaching and training purposes. (two single surgeries and a 12 station polyclinic).

Dental Student Outreach Education will

be delivered which will provide clinical experiences in a primary care setting. Students taught at the centre will come from the Universities of Dundee and Glasgow.

- ◆ UHI will provide an innovative three year degree course in partnership with NES, NHS Highland and NHS Dumfries & Galloway to train Dental Therapist students each year. Dental Therapists

have a wider remit of clinical duties than Hygienists and will undertake routine dental work.



Above: a 'phantom head'

◆ A 'state of the art' phantom head room for training purposes.

◆ Two LDUs (Local

Decontamination Unit), one of which will have a training role and can broadcast sessions



Above: dental chair complete with hoist

throughout the Highlands and beyond.

- ◆ A 45 seat tiered lecture theatre

The Centre will increase access to NHS Dental treatment in the Highlands by creating capacity for an additional 3,000 patients to be registered. It will house eight primary care treatment chairs, five of which will be occupied immediately through the services transferring for the Inverness High School and Hilton clinics.

Other Tenants

Centre for Rural Health

The main areas of research of this academic research institute include various aspects of healthcare delivery to remote and rural communities, such as acute medical emergencies and the influence of healthcare provision on sustainability of rural populations. The University of Aberdeen and UHI are academic partners of this centre, the only research centre of its kind in the UK

NHS R&D

The NHS R&D office will relocate from the Green House into the Centre in November. This organisation develops evidence to inform health and social care policy and commission research focused on the needs of the patients and the public

RRHEAL

Developed through NHS Education for Scotland (NES) the Remote and Rural Healthcare Education Alliance (RRHEAL) will base their activities at the centre, exploring new methods of bringing high quality education to the rural healthcare workforce.

Phase 3 - The Highland Diabetes Institute

This Phase is due to open in November. It will form a Diabetes Institute which will capitalise on the local expertise in this area. Partners include NHS Highland (NHS Diabetes Centre), UHI (Department of Diabetes) and LifeScan Scotland (Research and Development Department). UHI's two recent appointments, Professor of Diabetes (I Megson) and Professor of Clinical Diabetes (S MacRury) will be based here. The Institute will provide a unique blend of clinical care, clinical and scientific research and commercial research. A Clinical Research Facility will also be located in this phase and will provide capacity for both commercial and non commercial clinical research studies to be undertaken.

The 'Just in Case' Project

Anticipatory Prescribing for End-of-Life Care at Home.



Patients being cared for at home at the end of life often experience distressing symptoms. The provision of a 'Just in Case' box in the home ensures that drugs commonly required to alleviate such symptoms at the end of life are available in a patient's home before those symptoms arise. This avoids the distress caused

by any delayed access to medication.

By anticipating need rather than responding to it as it occurs, end-of-life care can be markedly improved.

Just in Case is now in place in many health board areas in Britain and has been shown to reduce anxiety, relieve symptoms more quickly, prevent unplanned and crisis hospital admissions, and maximise the expertise of both Marie Curie and community nursing staff, particularly out of hours. The "Just in Case" project fits well with other end-of-life care initiatives that have already been adopted by NHS Highland, such as the Gold Standards Framework and Liverpool Care

Pathway.

A Just in Case prescribing pilot, undertaken by the Palliative Care Network and NHS Highland was conducted in Beaully, Inverness and Isle of Skye during 2007-8. The resulting audit, showed the following benefits to patients and their carers;

- Just in case saved an admission to hospital or an out of hours call for a doctor in 44% of situations
- Symptoms were relieved within one hour in 55.5% of situations
- Just in case made a difference to care in 94% of cases.

On the basis of these audit results, the Palliative Care Network has recommended that all NHS primary care providers adopt Just in Case prescribing when caring for patients at the end of life in their own homes (including residential and nursing homes).

It is planned that Macmillan Clinical Nurse Specialists will lead a cascade training programme across NHS Highland from 29th September 2008, and details are available on the NHS Highland intranet: <http://intranet.nhsh.scot.nhs.uk/Projects/PharmacyDocumentationRollout/JustInCase/Pages/Default.aspx>

Contact Alison MacRobbie, Palliative/Community Care Pharmacist (ext 6829) or Ron Ward Pharmacy Projects Manager (Ext 6813) for further details.

Dunoon's Ben Nevis Climb



Above: At the top of Ben Nevis

On a hot summer's day members, friends and family of Dunoon's Community Mental Health team fulfilled a life-time ambition and climbed the UK's biggest mountain, the 'Big Ben'.

The team, based at Dochas Lodge, Dunoon General Hospital, promotes healthy living, encouraging an active lifestyle and they decided (hoped!) to

practice what they preach.

Starting off as a group at 9am, the first members reached the top at 2pm with the others arriving shortly after. The weather was superb with views across to Skye and Rhum – a treat rarely afforded on Ben Nevis which is notorious for its bad weather. Champagne, phone calls and lunch and it was time to head back. The trek down is not for the faint hearted – boy, do your muscles ache, but the thought of cold drinks and foot baths at the end do wonders to spur you on!

The team plans some more Munro bagging in the Autumn, Scottish weather and midgies permitting.

Christmas is coming...

ARE YOU APPLYING FOR ENDOWMENT MONIES FOR YOUR STAFF CHRISTMAS PARTY?

DO YOU KNOW THE PROCEDURE TO BE FOLLOWED?

See the Endowments Team Intranet Page in the STAFF section for details

Any questions? Need some help? Please call the Endowments Team on:

01463 704778/01463 704284/01463 704707

Volunteering in the NHS

There is a long history of volunteering in NHS Scotland and NHS Highland which has brought benefit to patients, carers, family, staff, the Board and volunteers themselves. Volunteering in NHS in Highland has traditionally been delivered through a "mixed economy" of services from volunteering agencies, based on a Service Level Agreement, and individual volunteers

CEL 10 (2008) "Refreshed strategy for Volunteering in the NHS in Scotland" sets out the Scottish Governments expectations of all Scottish Health Boards for refreshing volunteering within the NHS in Scotland. It requires all Scottish NHS Boards, supported by Volunteering Development Scotland (VDS), and a National Action Group, to achieve Investors in Volunteering (IiV) standards by 31/3/2011. It sets out a 3 year strategy and action plan (2008-2011) which includes:

- ensure an Equality Impact Assessment of the Board's Volunteering Policy is undertaken. (*NHS Highland is currently developing an overall Volunteering Policy which will meet the requirements of IiV*)
- develop a local strategic action plan for volunteering in partnership with local key stakeholders
- ensure that the Board's Units and Divisions maximise the opportunities which volunteers offer for complementing the skills of clinical staff
- working in partnership with VDS, achieve Investing in Volunteers (IiV) standards by 31/3/2011
- review and report progress on volunteering within their Annual Review self-assessment reporting process as part of their performance in relation to their PFPI responsibilities
- conduct an audit of current directly managed volunteering activity

The Refreshed Strategy seeks three outcomes:

- for the NHS - improving the health and well-being of users of NHS Services (patients/users and their families/carers) by enhancing the quantity and diversity of volunteers and the effectiveness of their contributions to health delivery
- for volunteers - ensuring they have a consistently positive experience, whenever and wherever they volunteer in Scotland's NHS
- for national and local volunteering support bodies - providing a framework for quality standards in volunteer development in

Scotland's NHS and creating a platform for better recognition of the importance of volunteering in Scotland's NHS

A volunteer is defined as "**A person who gives freely and willingly of their time to help improve the health and well-being of patients, users (and their families and carers) of the NHS in Scotland**". In CEL 10 (2008), the definition refers to individuals, rather than larger bodies, such as WRVS, who "contract" with the NHS to deliver agreed services. However, refreshed strategy expects the principles of good volunteer recruitment and support should also be applied in those volunteer bodies.

In order to progress the requirements of CEL 10 (2008) NHS Highland has set up a Steering Group, the Chair of which is Anne Gent, Director of Human Resources. The Steering Group membership includes a representative from each CHP and Raigmore, representatives of the voluntary sector, and a number of staff based at Board HQ. The Steering Group is currently in the initial stages of progress towards IiV accreditation, with the two main foci being the development of a Volunteering Policy and the audit of current volunteering activity in NHS Highland.

If you require any further details about CEL 10 (2008), or the local Volunteering Steering Group, please contact Anne Gent.

Argyll Active

NHS Highland and Argyll and Bute Council have been working together to encourage the people of Helensburgh and surrounding areas to take part in a new scheme called Argyll Active. The idea of the scheme is that local health professionals such as GPs and community nurses can refer individuals to the local gym in Helensburgh to encourage these people to become more active and enjoy healthy eating and relaxation.

Local Health Promotion Officer, Sam Souter, said that the scheme was especially targeting people who wouldn't normally participate in any exercise and who may also be experiencing emotional or mental issues. The scheme lasts for ten sessions and also gives participants an opportunity to meet and talk with other people who may be going through the same experiences as them.



2008/09 Endowment Funding for Non Core Learning & Development Round 2

The Endowment Committee for NHS Highland has allocated funds for staff to use in personal learning and development. Some of the funds are still available following the first round publicised in April 2008 and applications are invited for a second round. The funds may be used for learning activities that contribute to your individual career or personal development. The funds cannot be used for learning and development that is a requirement of your KSF Outline or essential to your role as this should be met from NHS Highland Learning and Development resources.

Applications are welcomed from all staff employed by NHS Highland. The learning activities supported in previous years have included courses with local colleges; distance learning; conferences and study tours.

If you would like to discuss this further, do not hesitate to contact us John Palmer on 01463 706855 or email john.palmer@hpct.scot.nhs.uk, Aileen Trappitt, 01463 706877 or email aileen.trappitt@nhs.net or you can fax us on: 01463 713844.

A completed application form, comprehensive details of the activity applied for and a current personal development plan should be returned by **Monday 29th September** for the attention of:

John Palmer, Learning & Development Facilitator, Learning & Development, John Dewar Building, Highlander Way, Inverness, IV2 7GE

Are you interested in learning about IT?

No Qualifications Necessary

Can you spare 2 1/2 hours twice a week? If you can, then this course may be for YOU

**Commencing
6th October 2008 at 14.00hrs
in the Centre For Health Science Library**

Stow College, Glasgow will be running an Introductory Course in Basic Information Technology for NHS Highland Staff.

The Course will run from 14.00hrs – 16.30hrs on Monday & Tuesday and last for 4 weeks. This is an Introductory Course and there is no need for Applicants to have previous qualifications in I.T. Interested?

Then please complete an Application Form. If there are none available, they can be obtained from John Evans, Ext. 4615; Muriel McNab, Ext 5496; Michelle Williams, Ext. 6857 or Karen Doonan, Ext 6862.

Application Form

Name			
Address			
Workplace		Occupation	
Home Tel No		Work Tel No	
I agree to attend all training sessions		Signed:	Date:
Please detach form and return it to: John Evans, John Dewar Building, Highlander Way, Inverness, IV27GE			
Closing Date – 15 th September 2008. Successful Applicants will be notified shortly after closing date			



Flu Clinics

Flu is much more serious than many people think, if you are directly involved in patient care it is vital that you are vaccinated. Not only will you avoid getting flu yourself, but you'll also be keeping it away from the people who are most vulnerable to the virus. Free vaccination for NHS Highland employees is provided during work time on a drop in basis. Dates and locations of these clinics are outlined below

Outwith Raigmore		
DATE	LOCATION	TIME
13th Oct	Wick, OH Room	11:00-16:00
14th Oct	Thurso, Outpatients	10:00-15:00
15th Oct	Golspie, Rm 4 Outpatients	10:00-16:00
16th Oct	Nairn, Outpatients	10:30-15:30
17th Oct	Dingwall, Outpatients	10:00-16:00
20th Oct	Broadford, Outpatients	11:00-16:00
21st Oct	Portree, Outpatients	09:30-15:00
22nd Oct	Fort William, Rm 9 Health Centre	09:30-15:00
23rd Oct	Grantown on Spey	10:30-15:00
24th Oct	RNI	10:00-16:00
27th Oct	Wick, OH Room	11:00-15:00
28th Oct	Nairn, Outpatients	10:30-14:30
29th Oct	Kingussie, Badenoch Room	11:00-15:00
30th Oct	Fort William, Belford, Outpatients	10:00-16:00
31st Oct	Fort William, Rm 9 Health Centre	11:00-15:00
3rd Nov	Invergordon, Assessment Rm 1	10:00-16:00
4th Nov	Grantown on Spey	10:30-15:00
6th Nov	Migdale, Old Nurses Home	10:00-15:00
7th Nov	Wick, OH Room	11:00-15:00

Raigmore Hospital		
DATE	LOCATION	TIME
13th Oct	Dunvegan OPD Raigmore	09:30-16:30
14th Oct	Dunvegan OPD Raigmore	09:30-16:30
15th Oct	Rm 12 Badenoch OPD	09:30-16:30
	Dunvegan OPD Raigmore	09:30-16:30
16th Oct	Assynt suite OPD Raigmore	09:30-16:30
	Dunvegan OPD Raigmore	09:30-16:30
20th Oct	Assynt suite OPD Raigmore	09:30-16:30
21st Oct	Dunvegan OPD Raigmore	09:30-16:30
22nd Oct	Rm 12 Badenoch OPD	09:30-16:30
	Dunvegan OPD Raigmore	09:30-16:30
23rd Oct	NO AM CLINIC	PM only
	Dunvegan OPD Raigmore	09:30-16:30
24th Oct	Dunvegan OPD Raigmore	09:30-16:30
	Assynt suite OPD Raigmore	09:30-16:30
31st Oct	Occupational Health Dept	09:30-16:30

Argyll Dates		
DATE	LOCATION	TIME
Campbeltown Hospital		
13th Oct	Room 15	14:00-15:00
27th Oct	Room 15	14:00-15:00
10th Nov	Room 15	14:00-15:00
Aros, Lochgilphead		
14th Oct	Occupational Health Dept	09:00-17:00
21st Oct	Occupational Health Dept	09:00-17:00
28th Oct	Occupational Health Dept	09:00-17:00
Argyll & Bute Hospital		
22nd Oct	Dental Room	16:00-17:00
5th Nov	Dental Room	16:00-17:00
Mid Argyll Community Hospital		
16th Oct	Room C 13	11:30-13:00
22nd Oct	Report to main reception	14:00-15:00
5th Nov	Report to main reception	14:00-15:00
Lorn & Islands DGH		
17th Oct	Outpatients Department	12:00-14:00
31st Oct	Outpatients Department	12:00-14:00
14th Nov	Outpatients Department	12:00-14:00
Islay Hospital		
23rd Oct	Report to reception	12:00-14:00
Rothesay		
15th Oct	Outpatients Department	10:30-12:00
		14:00-15:00
12th Nov	Outpatients Department	10:30-12:00
		14:00-15:00
Dunoon		
24th Oct	Outpatients Department	09:30-12:00
		14:00-15:00
21st Nov		09:30-12:00
		14:00-15:00

Argyll area

- Arrangements can be made to visit wards to immunise staff who wish to accept the offer, with the agreement of the Ward Manager.

- Staff who will be working nights at Lochgilphead, LIDGH & Campbeltown who wish to be immunised can arrange appointments by contacting the occupational health service at Aros Lochgilphead internal ext. 25683.

Catering Congratulations

Congratulations to Richard Bryan, Kitchen Supervisor, on achieving an Institute of Leadership & Management Level 2 Award in Team Leading.

Letters to NHS Highland



"I wish to thank everyone at Raigmore Hospital who treated me during my recent emergency admission and overnight stay and enclose a copy of my letter to the Press & Journal in the hope of publication to express my gratitude."

A Patient from Inverness

"We hear so much about the NHS in crisis. I suggest all the detractors suffer a personal crisis of their own - then they will discover just how incredibly marvellous our NHS service actually is.

I recently experienced a severe allergic reaction and received the most caring and professional treatment from everyone at our GPs surgery in Culloden, the Paramedics who took me to Raigmore, A&E and then, for 24 hours, Ward 6A.

I should like to praise and thank everyone enormously.

A Patient from Inverness

"Yesterday morning I was driving south down the A9, following immediately behind a white Ford Transit van, it had the insignia NHS Highland, registration YF02 ONG. The standard of driving was so unusually high that I decided to write to you.

The driver maintained a good speed with safe and confident overtaking on the open road, yet observed all the local speed restrictions with meticulous care. The standard of driving on our roads these days leaves much to be desired, and it is therefore most encouraging to see an example of such efficient and responsible driving. I hope that you will be able to identify the driver and pass on my

compliments."

A Road User from Caithness

"It is with the greatest pleasure that I convey the thanks of my family for the exemplary care given to my mother during her stay in Raigmore Hospital. At all times the staff were helpful, kind and professional, and I doubt she would have received better care at any other hospital in the UK. Our thanks go to all the staff involved because we know that her care was a team effort, but special thanks go to Mr Wolf and the theatre staff. I am delighted to say that she is now recovering well and hopefully will be home soon."

A Patients Relative via email

Strategy aims to tackle eye-health 'time-bomb'

The new Scottish Vision Strategy was launched in Holyrood this month, this five-year strategy to improve the eye-care of Scots has been heralded by Health Minister Shona Robison as "the most concerted drive to safeguard eyesight ever undertaken in Scotland".

The Royal National Institute of Blind People Scotland predicts that over the next 25 years the number of Scots with some degree of visual impairment will more than double to 400,000. This is partly due to an ageing population, but also to Scotland's persistently high rates of diabetes, obesity, smoking and poor health that are underlying causes of sight loss.

The strategy, drafted in response to a World Health Assembly Resolution, will aim to raise public awareness, especially among those most at risk of eye-disease. This will include targeted public health campaigns, earlier detection of sight-threatening conditions, and more integrated support for those with sight loss.

John Legg, director of RNIB Scotland, said: "The Scottish Vision Strategy signals our determination to work together to make a real and lasting

difference to eye-health, and to improve the lives of those who have lost some or all of their sight. We have here a real opportunity to secure world class services over the next five years."

Shona Robison said: "Scotland has already made significant strides in this field, establishing a number of world-class services. The Scottish Government has undertaken a comprehensive review of eye-care services, introduced sight-screening for all four to five year-olds, introduced free eye-examinations for all, quickly approved new drugs for people with Age-Related Macular Degeneration, and provided an additional £10m for eye care services throughout Scotland.

"But too many people in Scotland are still not fully aware of the impact their lifestyles and health conditions can have on their sight, with too many suffering sight loss that could have been avoided through earlier detection or treatment. We need to ensure the right services are in place and there is a greater understanding of the need for emotional or practical support some need to deal with the trauma of losing their vision. This is the challenge that the Scottish Vision Strategy will address."

HDLs

You can find all recent HDLs in the SEHD Weekly bulletin at <http://www.sehd.scot.nhs.uk/publications/bulletin/bulletin2008list.htm>

These are also linked from the Intranet News section.

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

- **Highland Smoking Cessation Service—lo-call 0845 757 3077**
- **Smokeline 0800 84 84 84**
- **Quit—0800 00 22 00**
- **Enquiries and advice - 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.

eLibrary

www.elib.scot.nhs.uk

Have you registered yet?

Forthcoming Events:

NHS Highland Board Meetings 2008 October 7th November 4th

Influencing and Presentation Skills

Tuesday 30th September, 12–2pm Fairways Golf Club, Inverness

The NHS, as an organisation, is facing constant change and people sometimes complain that their voice is never heard. If you want to be heard and play a part in re-shaping the organisation that you work for, come along to our networking event. For a place at the Inverness event please email charlotte@gp55751.highland-hb.scot.nhs.uk

The Heart of the Matter Symposium

Wednesday 26th November, Newton Hotel, Nairn

Hosted by the Coronary Care Unit, Raigmore Hospital

The programme includes sessions on Thrombolysis, PPCI/Angioplasty, and Rapid Access Chest Pain; and is relevant to GPs, practice nurses, paramedics and people working in hospitals. To register, please complete the attached form, along with a cheque for £20 for the Educational fund, payable to NHS Highland and send to: Heart of the Matter, Agenda Events, Viewhill, Leachkin Brae, Inverness, IV3 8PN - HOTM@agendaevents.co.uk

Wound Care Conference

RCN Central Highland Branch and Coloplast will be holding a Wound Care conference on 24th November in the Centre for Health Sciences. This event will be open to all nurses, health care support workers and AHPs. Anyone wishing further information can contact us on rcncentralhighland@yahoo.co.uk .

COSCA Counselling Skills Certificate Courses: Inverness

Starting September 2008. Modules 1 & 2 will be offered on Wednesday evenings 6.30pm to 9.00pm and Thursday mornings 10 am to 12.30pm, 3 & 4 on Tuesday evenings at the Netley Centre, Inverness and Thursday mornings at the University Office Inverness.

For more information www.abdn.ac.uk telephone Barbara Foad, Programme Co-ordinator 01224 272445 b.foad@abdn.ac.uk

Advertise your event here: Contact Erin Greig on 01463 705771 or email Christina.macdonald@hnb.scot.nhs.uk

Submissions by 6 October for the next Team Update please to Christina.macdonald@hnb.scot.nhs.uk