

Team Update



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Innovative ENT Tele-endoscopy clinic goes live



Raigmore Hospital Consultant Surgeon Mr Leo McClymont has taken part in the first Ear, Nose and Throat (ENT) endoscopy clinic via tele-link with

patients on the Western Isles.

The Scottish Centre for Telehealth (SCT) is supporting health boards across NHS Scotland to redesign and improve patient access to healthcare no matter where they live. The project between Raigmore Hospital and the Western Isles Hospital has been set up with a view to continuing this as a sustainable service for the local population.

This is the second phase of a pilot project that uses diagnostic technology remotely to facilitate the examination of a patient's upper airway. The project involves examining selected patients; primarily those referred with voice disorders, throat disorders and swallowing difficulty, in the Outpatient Department at the Western Isles Hospital - while videolinking to the ENT Department at Raigmore. The Consultant at Raigmore is able to talk to the patient and also view the images, enabling him to make a diagnosis and plan further medical intervention if necessary.

The Speech and Language Therapist in Western Isles Hospital, Lesley Russell, carries out the scoping procedure and is also involved in therapeutic intervention with most of the patients scoped. For around 50 per cent of people with voice disorders, voice therapy is the main form of treatment and this can commence on the day of the examination.

Raigmore consultant Mr Leo McClymont stated: "We are pleased to have completed our first live clinic successfully – it worked very well. I was happy with the way it went and the patients also seemed happy. This development means that patients in the Western Isles can be seen quickly without having to travel. I look forward to doing

further consultations in this way. It is hoped that this project will pave the way for other clinics in other parts of Highland reducing the need for patients or consultants to travel. This could allow us to increase the amount of time we have to see patients."

Telehealth in Highland

The NHS Highland eHealth Strategy is about to be revised and refreshed as the final version of The National eHealth Strategy is expected imminently. An important element of the implementation of a local eHealth Strategy is the development of telehealth in a clinically focussed, planned and coherent manner across NHS Highland.

Tele-health is defined as "information technologies used locally and at a distance combining health, tele-communication, information technology and health education to improve the efficiency and quality of healthcare". Tele-health will enable the provision of a significant amount of healthcare in many specialties to be delivered as locally as possible, by the appropriate person with the appropriate support and information within an appropriate setting. Effective implementation of tele-health projects is particularly important in a remote and rural area such as NHS Highland.

NHS Highland eHealth are currently finalising a programme which will see all community locations connected to the present network, which already includes all hospital and general practice sites. In parallel, eHealth are continuing to roll out a robust and increasing video conference network throughout NHS Highland.

In this way the "bones" are being put in place to allow further exploitation of the networking and video-conferencing facilities in pursuit of tele-health project implementations.

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X-ray is changing to PACS

PACS in NHS HIGHLAND

The NHS Highland PACS (Picture Archiving and Communication System) has been operational since April within Radiology.

All radiology types within Raigmore (with DICOM capability) are feeding images into the PACS. These include our CT and MRI scanners, all X-Ray (Computed Radiography) and Ultrasound scanners. We also have 90% of all NHS Highland radiology modalities feeding NHS Highland PACS, with the remaining modalities due for imminent connection.

The PACS Project Board has agreed that PACS can be rolled out to all Raigmore clinical departments, and all peripheral hospitals. The rollout plan has been agreed by the project Board. There is a caveat that the PACS system must be signed-off by the Radiology Department prior to general release. At present no issues are envisaged with general release.

PACS ready PCs will very shortly start to appear in your wards and departments in accordance with the project plan. An installation engineer will contact individuals (HoS for communal PCs) to confirm what non standard software is required on each PC. It is important that you tell the installation engineer what is required! **It is vital that any data on your local drive (i.e. your PC's hard disk) are copied to your personal/shared network drive in advance – if not, they will be lost.** The PACS



rollout plan will be distributed to Heads of Service shortly.

PACS Training and Access

- All potential users of PACS must complete a short course of training (20-30mins), before access will be granted.
- Usernames and passwords will only be administered after successful completion of the training. Training courses details will be available shortly.
- Film use will virtually disappear in NHS Highland - PACS is to be used in all situations. Please learn to use it.

Latest News

- PACS currently undergoing acceptance period within Radiology Dept.
- Western Isles images now feeding into the National PACS Archive.

Contact / Comments

If you have any queries or comments you can contact any member of the Project Team in the eHealth Dept; Iain MacInnes, Project Manager, x6311; or Helen Reith, the PACS Clinical Administrator, x6153.

Young Scotland Programme

NHS Highland is being given the opportunity to nominate a member or members of staff for the Young Scotland Programme 2008. An exciting and innovative programme that aims to develop talent in the workplace and the community.

It is open to anyone who is 18 or over and in the early years of their career—there is no upper age limit.

Taking the form of an intensive four day residential course that will involve debate and presentations on the big issues of the day and subjects of current interest or controversy.

Closing date for registration is Monday 13 October, interested parties can find out more at www.youngprogramme.org and click the 'Young Scotland Programme Autumn 2008' link.

From the editor ...

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

If you would like to write an article or submit information (letters or photographs) for future issues of the Team Update, please write to, or 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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Ordering & Supply of Medical Consumables

Introduction of Services from the National Distribution Centre

A National Distribution Centre (NDC) has been set up in Lanarkshire to supply commonly used items to the NHS across Scotland.

The NDC is beginning by storing and supplying medical and surgical consumables but will expand to include most items used within health e.g. cleaning materials.

The service provided from the NDC is being introduced on a phased basis and NHS Highland is scheduled to receive a service from the NDC in late 2008. A project team has been established and work is currently ongoing in preparation for service, with staff from the NDC taking a lead role in the implementation process and managing the transfer.

Whilst there may be some changes in current systems for ordering items, any impact on ward and community staff will be kept to a minimum and there will be close liaison, communication and consultation will all those involved to ensure

continuity of supply and that the benefits from the new service are realised and contribute to improved patient care.

The processes operated by the National Distribution Centre will be similar to those currently used to order cleaning and general items on the pre printed (Fast Aid) requisition, although the use of bar code readers and electronic transmission of data to the NDC will be a feature of the Ward Product Management Service which is part of the NDC service.

The project is at an early stage and as it develops communication systems will be developed to ensure all staff are kept informed, and reassurance provided about the impact it may have on their area or working practices. The NSS/National Procurement website at the following address <http://www.nationalprocurement.scot.nhs.uk/> can provide further information however if you have any individual questions please email: supplies.staff@haht.scot.nhs.uk.

E-Mail Acceptable Use Policy

The NHS Highland eMail and Internet policy states that you **MUST NOT** send any sensitive information, whether business, staff or patient data, to or from a non-NHS email account. A non-NHS email account is defined as an email address that does not end with either "nhs.net" or "nhs.uk".

The exception to this is that emails can be securely exchanged between email accounts that end with "nhs.net" or "nhs.uk" and those which end in "gsx.gov.uk" or "gsi.gov.uk".

eMail is admissible as evidence in a court of law and messages are classified as legal documents. Internal emails may also need to be disclosed under the Freedom of Information Act 2000. emails should be treated like any other communication and care should be taken to ensure that content is accurate and the tone is appropriate, and complies with the Dignity at Work PIN Guidelines.

The General Medical Council (GMC) Good Medical Practice guidance requires doctors to keep clear, accurate and legible records. It is important that emails do not hinder this. You should ensure that relevant data contained in emails is immediately attached to the patient record. Failure to do so could have implications to patient safety.

The full Policy on NHS Highland's eMail and Internet Policy can be found on the Intranet under **Staff, Information Governance, IT Security then NHS Highland IT Security Policy Documents then NHS Highland eMail and Internet Policy.**

Agenda for Change update

Agenda for Change processes

Partnership discussions are due to take place in early June to look at how we prioritise the outstanding work associated with Agenda for Change. As reported last month, we are approaching the point where everyone currently working in NHS Highland will soon have been assimilated. This may however take a little longer for those staff that are still to be assimilated in Argyll and Bute CHP.

However, we also need to ensure that:

- All current staff receive arrears of pay where these are due
- All staff who have left or retired and who have contacted the Pay Unit receive arrears of pay where these are due
- All reviews are processed, the outcomes communicated to staff and managers, and consequent reassimilations and re-calculation of arrears are completed
- All job descriptions for “significantly changed posts” are matched and consequent reassimilations and re-calculation of arrears are completed
- All staff who have transferred from other NHS organisations have their placings on the Pay Band confirmed

This represents a considerable amount of work for the AfC Team and the Pay Unit, and the Partnership discussions are taking place about how we sequence that work. Apart from completing assimilation for all current staff, which remains our over-riding priority, we are therefore not able to say when any other piece of work will be complete. Inevitably, this is frustrating for staff, but please be assured that we are doing all we can to complete all the above elements as quickly as possible.

Job Descriptions – Advice for managers

The AfC Team is now seeing a steady stream of new jobs for matching. Often, these arise when a

post falls vacant and the manager decides to make some changes to the job description before it is advertised. Sometimes the manager is unhappy with the original band outcome and wants to ensure the revised job is advertised at a higher AfC band.

All new jobs are of course subject to matching under the job evaluation scheme, and it is important that the JE scheme is applied rigorously and consistently to ensure equal pay for comparable work. This is made much easier if job descriptions are clear, concise and internally consistent. The following brief advice may help managers when drafting job descriptions:

- Always submit form JC3 along with the job description; this form can be found on the Agenda for Change page of the Intranet. Please provide as much information as possible on the form, particularly about the post this job is replacing. The AfC Team will allocate a code for each new job you identify; please retain this code and use it in all correspondence with the AfC Team.
- Focus on the job demands, not the desired pay band. By all means look at the various National Profiles, but don't cut and paste wording from those Profiles. They are not designed as model job descriptions – and remember, the key function of the job description is so the manager and the jobholder know what is expected of her/him. Using Profile language undermines this and is not good practice.
- Don't change the job title to reflect the Profile you expect it to match against or the band you expect to be the outcome. This builds bias into the matching process and should be avoided. So use Senior Staff Nurse rather than Nurse Band 6, and use Secretary rather than Secretary Higher level as job titles.
- If several similar jobs are being developed (for example, covering different geographical areas), it is good practice to submit these at the same time to allow them to be matched in a batch. It is important that the JC3 form makes this link clear by cross-reference to other jobs being submitted at the same time.

Team Update & inTouch Newsletters

Due to staff changes in the Communications Department we are taking this opportunity to review our internal publications and have suspended publication of the inTouch newsletter for the time-being.

Meanwhile we are always keen to hear what you want from Team Update. Drop us an email on: staff@haht.scot.nhs.uk.

How Many Miles?

Staff in Raigmore Hospital are being encouraged to take that extra step after pedometers were delivered to each department by the hospital's Health Improvement Team.

Everyone is encouraged to be physically active for at least 30 minutes every day to benefit their general health and fitness. Activity, like walking, that can be included in a normal day is more likely to be maintained. Fiona Clarke, Health Promotion Specialist for NHS Highland, explained: "We are encouraging staff to see how many steps they take in a working day, and then try to increase this by 3,000 steps. We have already noticed that some are already very active, two of our Outpatient Porters are walking the equivalent of a trek from Inverness to Beaulieu – that's 14 miles a day, or around 28,000 steps.

The pedometers are also proving to be quite the incentive to walk that bit more. One member of staff from the Administration team found that, on average, she was walking about two miles, just under 5,000 steps. By day three she had doubled that distance. Even simple things like taking the stairs instead of the lift or going for a brisk walk at lunchtime can make all the difference."

STARS Project & Road Show



The 'CHD and Stroke Strategy' published in 2002 identified the need to provide a set of Core Competencies for professionals working with people with stroke and CHD conditions. NHS Education for Scotland (NES) were commissioned to take this work forward and the Stroke Core Competencies were published in April 2005.

The STARS (**Stroke Training & Awareness Resources**) project has produced an e-learning training resource for health and social care staff which is based on the Stroke Core Competencies. The website aims to provide an interactive way of learning with quizzes, video clips, and case scenarios. Learners can print off a personal learning log detailing the competencies they have completed and use this for their CPD portfolios. There is also a more advanced assessment at the end of the resource which the learner may opt to undertake which, if passed, gives a higher level of certificate.

The Road Show is aimed at staff who are new to stroke care or those who wish to refresh their existing knowledge and skills, community based staff who may have a mixed pathology case load and staff working in more remote and rural locations, as well as the managers of such staff.

Road Show events to launch the website and raise the awareness of the stroke core competencies have been planned for each of the health boards in Scotland with some being held in May and others throughout June - reaching Inverness on the 16th June.

For further information please contact Clare Adams, Project Manager on clare.adams@chss.org.uk

Corporate Induction Programme

NHS Highland places significant importance on ensuring all staff begin their employment in a positive and supportive environment. Induction ensures all staff have the knowledge and skills necessary to perform their role safely and have an understanding of the core values of the organisation.

NHS Highland has developed a Policy for Induction and Guidance for managers of staff to ensure that all new staff are properly inducted into the organisation, their department and their job.

All line managers must ensure that all new staff, regardless of occupation and working arrangements; attend a Corporate Induction Programme on joining the organisation in line with his/her agreed start date. This will include; attending a Welcome to NHS Highland and all statutory training, i.e. Fire Safety, Moving & Handling and Management of Violence & Aggression; and completion of the NHSH Staff Induction Handbook, Local Orientation Checklist, and Induction Review / Evaluation Questionnaire.

To find out more contact Paul Maber, Induction Project Officer on 01463 706878 or email paul.maber@haht.scot.nhs.uk or refer to NHS Highlands Policy for Induction and Corporate Induction – Guidance for managers of staff, which are both available in the Policies Library on the NHSH intranet under Staff Policies.

Review of Nursing in the Community



- Work continues in Lead pilot sites on Local Implementation plans and the actions within the plans. The overarching pan NHS Implementation plan went to the June NHS Board, local Implementation plans will be going to CHP Committees over the coming months.
- A Pan Highland Team Leader Action Learning set was held on 1 May, documentation was focused on with actions agreed as to how to take this forward in the pilot sites.
- There was a meeting with Staffside reps including national and local reps on 9 May, this was followed by an open session for community nursing staff.
- The national Project Officer and Highland's Project Manager gave a presentation and had a poster display at the Aviemore conference.
- At the end of May there was a VC link-up of Team Leaders in the pilot sites that was felt to be helpful and these will also be held on a regular basis.

Q&As

The April Steering group's workshop focused on Questions & Answers, building on work done by Lothian development site and discussed in NHS's Organisational Change Sub group. An NHS draft is with the Steering group with the aim of a revised version going to the June Steering group and for circulation as soon as it is ready.

Capability Framework for Advanced level nursing practice

Linda Smith from NES met with some staff in Inveraray and had some stimulating and valuable discussion as part of the consultation on the 1st draft of the Capability Framework for Advanced Practice. A pan NHS response was sent into to NES by 23 May. The final version of the capability framework will be available soon.

KSF outlines for the new service model

NHS Highland is leading on the development of a Knowledge & Skills Framework outline for the community Health Nurse. Consultation has now been completed and will go to the July Programme Board. The group met in June and developed summary KSF outlines for the other posts: Advance Practitioner/Team Leader, Staff Nurse and Health Care Support Worker building on existing work for the last 2 roles. The exemplar template for the AP/TL was discussed at the AP conference on 5 Jun in workshops led by the national KSF lead. The full outlines are now being

worked on by the group and both summary and full outlines will be circulated in June within Highland, and will go to the July Programme Board. A big thank you to the group in Argyll & Bute who have led on this work.

Education

Two sessions were held in May in Inverness and Inveraray by Ishbel Rutherford from NES for those staff leading on PDP/LDPs locally. Suggestions for the use of the NES PDP/LDP documentation and how this fits with the NHS PDP documentation were made.

- Focus groups have taken place with nurses from sites where the new role is being tested and other areas of Highland
- A couple of interviews with patients and with Operational managers are being organised
- The evaluation of the pilot was discussed at the May Programme Board, including indicators and timescales. This work was taken to the Evaluation Subgroup in early June for further work and recommendations will go to the June Programme Board. Suggestions received by staff were sent to the Chair of this Subgroup and NHS's representative on this group.
- A Questionnaire will also be sent to all community staff, this is being finalised as well as the process of how best to send it to staff

Events

The national Community Nursing benchmarking tool workshops are being held on 17, 18 (in Nairn) and 19 June - see the flyer circulating for more info.

Pan Highland Team Leader Action Learning set – Friday 27th June, 10.30-3.00, venue tbc

The 3rd meeting of the Education & Training Sub group is on Monday 9 June, 10.30

The 3rd meeting of the Organisational Change Sub group was postponed, a new date is being arranged.

Thank you for everyone's continued support and work on this project. Please contact me if you have any comments or suggestions on what you would like to see in the Team Update or on the website, if you have any queries or would just like to chat about the project.

Fiona Sharples, Implementation of the Review of Nursing in the Community Project Manager
Mobile: 07824 473 829, Email: fsharples@nhs.net
or via RONC@hnb.scot.nhs.co.uk

AT Learning Update

Pilot sites

A number of departments are now piloting the AT-L system and are at different stages of implementation.

As each department is slightly different in their needs and processes we are working with the individual pilot sites to first find out what they presently do with regards to scheduling, booking and evaluation of training and from this decide how AT-L can work for them.

This is quite a slow process at this stage as we learn more and more about the system, but it is anticipated that once happy with the pilot sites full implementation should be much quicker

Training site

We now have access to a training site so anyone wishing to have a look at what AT-L can do and generally experiment with the system can do so without fear of messing up our live site.

Contact Michelle Williams for login and password details.

Scottish User Group

A Scottish user group has been set up. The purpose of the group is "to provide a forum for NHS Scotland Boards and Ikonami, to discuss and agree the priorities for the AT-L Learning Management System for Scotland, to shape future developments and to give the opportunity to provide selective troubleshooting".

Visit from Malawi

A group of midwives from Malawi visited a number of maternity units in Scotland, including two in NHS Highland. The Lorn & Isles Hospital in Oban and Raigmore Hospital in Inverness welcomed the group on Tuesday 10th June.

The group, who travelled to Scotland to attend the International Conference on Midwifery in Glasgow, made a presentation to staff before taking a tour of the maternity units to see how they work and differ from their own in Malawi.



Basically this means that we will be working with Ikonami to influence how the system is developed to meet our needs. We have already seen some positive results from this, one being that until the version update in May all course evaluation forms produced on the AT-L system had to have the delegate name, but as a result of discussions this requirement has now been removed so that evaluation forms can remain anonymous.

If you would like to know more about the system or see a demonstration of what it can do for you then please do not hesitate to contact Michelle Williams or Iain MacDiarmid:

Michelle Williams, Learning and Development Facilitator. Tel: 01463 706857 or email: michelle.williams@hpct.scot.nhs.uk or Iain MacDiarmid, e-KSF Database Officer. Tel: 01463 706721 or email: iain.macdiarmid@hpct.scot.nhs.uk

NHS Highland Signs up to Carbon Trust

NHS Highland is demonstrating commitment to carbon reduction by signing up to take part in the Carbon Trust's Carbon Management Programme.

So far, 26 of Scotland's public sector organisations have completed the programme and have identified the opportunity to save a quarter of a million tonnes of CO₂, reducing their energy bills by £20 million. 12 earlier graduates of the programme are already experiencing success in implementing their energy saving plans and have so far collectively reduced their carbon dioxide emissions by 65,000 tonnes, with an energy bill reduction of £5 million.

NHS Highland is one of a further 23 organisations who are starting the programme. It is designed to help organisations develop a targeted framework to deliver carbon reduction practices by establishing their current baseline emissions, assessing the risks and opportunities posed by climate change, and developing a robust strategy to reduce carbon footprints over a five to ten year period.

Douglas Seago, Head of Facilities for NHS Highland: "We will be focusing our attention on general housekeeping throughout the organisation and improving the energy efficiency of our major electrical components which service the hospital. We are proud to pledge our commitment to carbon reduction as, not only will this save us on our energy bills, there is the obvious benefit to the environment."

Top of the Class

A group of domestic staff are rising to the challenge as they work their way towards completing a 15 week block of ESOL (English for Speakers of Other Languages) lessons.

A number of workers across the Highlands do not speak English as their first language. Within NHS Highland communication is key for all workers and it is important to know that the support is there for those wishing to improve their English. Esther Dickinson, Policy Development Manager for NHS Highland, explained: "Each member of NHS staff should be supported with all personal development activities related to their jobs. Supporting staff wishing to develop their English language is something that we are absolutely committed to."

The classes started following joint working between staff union reps, managers in Facilities and the Planning and Performance Directorate. Staff from

Facilities made it known that they would benefit from these classes and put themselves forward with classes starting in March 2008 after funding was received from Learning and Development.



Above: Class members along with their tutor and Judie Holliday

Judie Holliday, English at Work Coordinator with the Workers Educational Association (WEA) co-ordinated delivery of the programme. She said: "Attendance has been good and feedback to the tutor has been very positive."

Those attending are already seeing the benefit and positive feedback from managers is already coming in, so much so that further funding has been given to continue the lessons for another 10 weeks.

Brush for Health

In support of National Smile Month events have been happening throughout the UK from May 18 to June 17th to get people talking about teeth and how best to look after them.

Oral Health Co-ordinator for the Caithness area, Jennie Rawlins, said: "Many adults will think that they are already good at brushing their teeth but actually improving their current habits just a little could make a difference. It's amazing to think that brushing your teeth more effectively for the recommended two minutes twice a day may help your overall health and wellbeing." Jennie has helped organise a market stall in Wick where you can swap your old toothbrush for a new one (June 14).

To encourage people to 'talk teeth' Julie Cormack, Oral Health Educator helped to organise a fun day for toddlers while celebrating successful partnership work between nursery staff, parents, and NHS Highland. The youngsters at Keiss



Nursery children make healthy snacks in Keiss

Nursery in Caithness made smiley faces using crackers and their own nursery grown cress.

Local primary schools (Pennyland and Castletown) took part in a ToothFayre event

and more than 300 pupils then painted pictures of teeth and tucked into a fantastic array of fruit imaginatively carved and displayed by Highland Council school chef Andy Green.

In Drumnadrochit Miranda Moodie (Oral Health Promoter for the Mid Highland CHP) got sporty and launched our new tooth trauma kit (in partnership with Highland Council). The kit is contained in a plastic sealable box with a number of necessities to help 'save a tooth' should a sports player be unlucky enough to get injured.

Oral Health Advice for the Homeless

On the 26th June 08 Oral Health Educators Marion Macdonald and Mary Dawson visited Inverness Homeless Day Centre to provide information, advice and support on oral health to clients. This supported the excellent work already being done by the dental team who visit the centre on a fortnightly basis.

Throughout National Smile Month oral health packs - including a toothbrush, toothpaste and carry bag - were given out to services working with vulnerable adults. These included Inverness Homeless Day Centre in addition to many other services. Each of the services who received packs also received a questionnaire to complete that evaluated the effectiveness of the intervention. It is hoped that the information gained through this process will contribute to the development of this particular service.

Cardiac Research

Staff from Raigmore Hospital, Inverness this month (w/c 2nd June) presented papers and a poster at the British Cardiac Conference in Manchester.

Fiona Patience, a Staff Nurse in the hospital's Coronary Care Unit (CCU), presented a paper on 'Cardiac Misconceptions in Hospital Staff', and based on a pilot study done by Fiona and Consultant Cardiologist, Dr Steve Leslie.

157 hospital staff were surveyed as part of the study, these included Consultants; general ward nurses; ITU nurses; CCU nurses; nursing auxiliaries, paramedics; and ECG technicians, as well as a control group of 20 primary teachers from Raigmore Primary School. The aim of the study was to determine if those who care for cardiac patients have personal misconceptions that could be damaging to a patient's recovery. For example, cardiac misconceptions about angina are common and associated with a poorer outcome.

The second presentation was done by SpR Justin Barclay. He looked at ECG machines that allow transmission of data from a GP by email to staff at the hospital. Called Dan Medical, this will help with the diagnosis of ECGs in a primary care setting.

These presentations, as well as a poster done by Dr Steve Leslie during his time in Edinburgh, are just part of the research being undertaken. Steve Leslie explained: "The conference was a great opportunity to showcase what we are doing in Highland and the chance to network with colleagues and find out what other projects are happening. I am very keen to increase the amount of research done at Raigmore Hospital, if anyone has any interest in cardiac research please don't hesitate to get in touch via email, stephen.leslie@nhs.net."

Under 30s Have Their Say

People between 15 and 30 from across the Highlands and Islands and beyond are being urged to have their say in a major online survey launched this week to discover the deciding factors behind living and working in the region.

Hailed as the biggest of its kind for the area and with the chance of winning CD vouchers for anyone taking part, the survey runs for six weeks. Researchers are inviting a big response from young people to find out what they think about education, jobs, quality of life and communication in the region.

The survey takes less than 10 minutes to fill in and can be completed by visiting www.youthmigration.org

It's anticipated the survey will draw to a close at the end of June and the analysed results available by early autumn.

Video Conferencing

- Would you like to reduce your carbon footprint?
- Do you never seem to have enough hours in the day?
- Are you fed up of driving hundreds of miles to attend an hour long meeting?
- Do you regularly need to meet with colleagues in several different locations?
- Would you like to view and discuss PowerPoint presentations with distant colleagues?

If the answer to any of these questions is "Yes!" then perhaps the NHS Highland Video Conferencing Advisors can help!



More information on Video Conferencing can be found under resources on the Intranet homepage.

NHS Highland self assessment of patient focus and public involvement

A few key areas of work in NHS Highland is assessed by the local office of the Scottish Health Council (SHC) throughout each year.

SHC have been looking at 10 particular targets over the last year (between April 2007 and March 2008). You can see details of the Summary Assessment and Case Studies and the full portfolio document at the following link:

<http://www.nhshighland.scot.nhs.uk/GetInvolved/Pages/ScottishHealthCouncilAssessment2007-08.aspx>

Love is... Commendation for Highland Project At National Care Awards

A training programme developed by The Highland Council's Social Work Services, NHS Highland and other key partners has received a special commendation award at Scotland's National Care Accolades.

The "Love Is... working with people with learning disabilities about relationships and sexuality" project was entered into the Innovative and/or imaginative learning and development in the workplace category. Although South Lanarkshire Council scoped the top prize, The Highland Council's Social Work Services team were presented with a special commendation award by TV star Kaye Adams who hosted the event in the Glasgow Hilton Hotel.



Above: receiving their special Commendation Award at the ceremony are (L to R) , Ellie Woolfe from Health & Happiness; Social Work Director, Harriet Dempster; Eileen Alexander, NHS Highland; Rona Membury, Highland Learning Disabilities and Relationships Group; Laura Gillies, the Council's social work services; Garry Coutts, Convenor of SSSC; Janet Spence, Highland Council Social Work and Lorraine Mann, NHS Highland.

The new training programme now being rolled out across the Highlands has been developed by The Highland Council in partnership with NHS Highland, Brook Highland, People First, Health and Happiness, Terence Higgins Trust, the Highland Learning Disabilities and Relationships Group, service users and carers. It seeks to help staff to change their practice in a very important and significant way, by supporting people with learning disabilities to

develop and sustain a range of relationships,

including sexual relationships, in a healthy, informed and safe manner. It switches the focus from the protection of people who may be vulnerable to the empowerment and education of people so that they become less vulnerable.

The Highland Council's Director of Social Work Harriet Dempster praised the Highland team for doing so well. She said: "These national awards recognise best practice throughout the social service sector and it is a credit to all the hard work of the team to receive a commendation. Across the country there is a lot of excellent work being done to address the issues facing social services in Scotland today. One thing that made our project stand out amongst other entries was the close involvement of service users. By speaking and more importantly listening to what users say they need, we are able to develop services to specifically meet their aspirations."

Councillor Margaret Davidson, Chairman of the Council's Housing and Social Work Committee added her congratulations to everyone involved. She said: "This has been an excellent project which has given a meaningful voice to service users in the planning and delivery of training. I'm delighted to see the efforts of everyone who has worked on "Love Is.." be rewarded."



Pictured in a heart shape to reflect the Love Is...logo are staff from Highland Council Social Services, NHS Highland, Highland Learning Disability and Relationships Group, Voluntary Sector agencies, Carers and, at the heart, Service Users.

More than a jacket...

Barbour

www.barbour.info

On first glance the NHS Scotland eLibrary Barbour resource would appear to deal only in matters relating to construction.

However this is not the case with the system providing a wide range health, safety and environmental information.

Want to find out more about: the latest in health and safety, play areas for children, does nuclear power live up to its green credentials? – then Barbour can provide part of the answer.

Along with providing databases linked to full text of documents the system allows you to set up e-mail alerts.

For the dedicated estates person there are databases of product information and suppliers.

Letters to NHS Highland



"My mother was ill recently. After calling NHS24, she was seen by the duty doctor from the Grantown/Kingussie practices and admitted to Gynack Ward of St Vincent's Community Hospital in Kingussie. In due course, she was released from hospital and assessed at home by the Occupational Health practitioner. In an era where it is almost received wisdom to be critical of the National Health Service in Scotland, I would like to place on record my brothers' and my own complete satisfaction and indeed admiration for the way the Service functioned throughout this case. My mother received first class personal and friendly care by the staff in Gynack Ward and the associated team, including the OT support in the hospital and the follow up home visit. The various gadgets supplied to enable her to bath herself and to regain her independence have been practical and extremely useful."

Patients Relative from Nethy

"I was taken by air ambulance to Raigmore Hospital following a road accident. I am sending this mail to thank the staff at A&E for the way they treated me, they were kind, comforting and they really cared for my wellbeing. My special thanks to the doctor who was attending to me when I arrived at A&E for the professional way she treated me."

Patient via email

"I am writing with reference to my partners death in Ward 5C at Raigmore Hospital. I really feel I ought to inform you just how excellent all the staff were that I came into contact with. The nurses weren't only caring, sensitive, thoughtful and kind to him, but they were also as caring of myself. Nothing was too much trouble and it was so appreciated by all the family. Mr Borgaonkar, my partners Consultant, was absolutely excellent and was kindness itself, especially in

making arrangements for me to be able to stay at the hospital, which meant that I could spend the last few days of his life with him. In addition to the medical staff, non-medical staff were also so very kind and helpful. The Ward Clerk always treated me with respect and kind consideration; Elizabeth Duncan, the hospital social worker, was kindness itself and has also been kind enough to contact me since my partners death; Susan the Accommodation Administrator was also extremely kind and thoughtful as was the cleaner (she had a big shoulder) who worked in Skye flat, Kyle Court. These particular people were not only kind but were also very professional in the way they handled both our situations. If we had paid thousands of pounds for care it could not have come any better."

Patients Relative from Wester Ross

Learning at Work Day

The event, organised under the auspices of NHS Highland's Learning Partnership Agreement, was held in both Caithness General Hospital, Wick and Raigmore Hospital, Inverness.

NHS Highland staff visited the stands and showed a genuine interest in learning and accessing learning opportunities both work and leisure related.

Present at the events were representatives from the RCN, UNISON, NHS Highland's Learning & Development Team, ILA Scotland, North Highland College and the Highland Council.

The STUC, University of Stirling, Open University, UNITE & ILA had also kindly supplied information which was distributed on the day.

Our thanks go to all those who contributed on the day and, in particular...

Wick - Shona Grant, RCN Member and member of NHS Highland's Learning Partnership Steering

Group, for organising the most Northerly Learning at Work Day on Mainland Britain, Health Promotion Department for the Pedometers, Rosemary Almond, Practice Education Facilitator for her input.

Raigmore - Janette MacQuiston (UNISON) and Muriel McNab, (RCN) both members of the NHS Highland's Learning Partnership Steering Group. Also to both portering departments for their help and assistance on the day.



Above: Staff at Caithness General's Learn @ Work Day

Congratulations to 11 members of Raigmore Catering Staff – James Alexander; Katarzyna Biniek; Malgorzata Dziubak; Annette Forbes; John Harkness; Chelsea Kinsella; Nilda Scott-Brown; Joseph Ryland; Anna Skrzypek; Ross Toland; and Iveta Veinberga - who have gained the Elementary Food Certificate. Three members of Occupational Therapy Staff and 1 member of John Dewar staff also joined the class and gained their certificates.

HDLs

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

These are also linked from the Intranet News section.

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

- **Highland Smoking Cessation Service—local 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 (patches, gum etc). Appointments can be made within Monday to Friday 9-5pm. Please phone 01463 706147 (ext 6147 for internal) for an appointment.

eLibrary

www.elib.scot.nhs.uk

Have you registered yet?

Forthcoming Events:

NHS Highland Board Meetings 2008

August 5th September 2nd

Management Development Network

Events in Highland in June.

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

The Observer Effect

22-23 August, Moray Art Centre, Forres

An inter-cultural event to explore the use of the captured image in therapy, social work, health and educational settings.

For further information and details of cost please email: eyeforachange@yahoo.co.uk

Care Programme Approach - Awareness Training

5th (FW), 6th (Invs), 9th (Invs), 12th (Wick) and 18th June (Invs).

Intended for staff and volunteers involved in the care of people, 16+, with severe and enduring mental illness, including dementia, and people with learning disability. Contact Shirley Ritchie, CPA Facilitator, Tel: 01463 253611 or email: shirley.ritchie@nhs.net

Inverness Support Group, National Osteoporosis Society

Wednesday 18th June 7.30-9.30pm. Waterside Hotel, Ness Walk, Inverness with a talk by Consultant Rheumatologist, Dr John Harvie

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



Submissions by 7 July for the next Team Update please to Christina.macdonald@hnb.scot.nhs.uk