

# Team Update



Issue 40 November 2007

www.nhshighland.scot.nhs.uk

## Highland Healthcare Manager is Winner of Scottish Health Awards

Maimie Thomson, Unscheduled Care Programme Manager, picked up a high profile honour at the Scottish Health Awards 2007 on Thursday 8 November, in recognition of her achievement in reducing hospital waiting times for patients across the Highlands.

Maimie collected the Top Manager Award, after being nominated by a colleague for her achievements. Her role has allowed clinical colleagues to focus on providing expert patient care, while she developed best practice and improved the patient experience through turning the ideas and views of healthcare professionals into positive changes. Maimie's natural talent, professional approach and dedication have delivered great results and patient waiting times have improved from only 87 per cent of Emergency Department patients being seen within four hours to 98 per cent.

Christine McFarlane-Slack, who nominated Maimie commented: "The approach that Maimie has taken has assisted in the development of a superb team within NHS Highland and has set the scene for ongoing improvement through her commitment and dedication."

Chief Executive Dr. Roger Gibbins congratulated those who have won and been nominated in this year's Awards on their success. "It is great to see the hard work and dedication of NHS Highland's staff being recognised."

Nicola Sturgeon, Cabinet Secretary for Health



and Wellbeing, commented: "People working in the NHS make a difference every day, and they don't always get the recognition they deserve. The Daily Record Scottish Health Awards is a chance for the whole of the NHS and patients to celebrate the hard work and dedication of some special members of staff.

The aim of the Scottish Health Awards is to recognise and reward Scotland's most committed and caring NHS workers who are prepared to go the extra mile. People who might be in jobs that normally don't have a high profile and who generally should be recognised for their commitment to the NHS and their loyalty and devotion to their patients.

### COUNT DOWN TO A SMOKE FREE NHS HIGHLAND

A site wide smoking ban across all NHS Highland sites will come into effect on **1 January 2008**. *more on page 3*

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## Appointments

### Area Clinical Forum

Quentin Cox took over the Chair of the Area Clinical Forum in October from Bill McKerrow.

### General Manager of Argyll and Bute Community Health Partnership

The post of General Manager for A&B CHP has been advertised and interviews will be held on 18 December. In the meantime, Elaine Mead, in her role as Chief Operating Officer is providing leadership and support to the A&B CHP, in the absence of a General Manager.

## Take Part in Greetings Card Giftaid 2007

**Save Money ! Prevent waste ! Save Trees!  
Cut stress! Help children and families in  
third world countries by taking part in this  
year's Greetings Card Giftaid scheme.**

Last year over £3000 was raised by teams and individuals. For example, the Pathology dept at Raigmore, saved enough money to kit out 3 teachers and supply 100 school dinners. Many other departments and individual staff across the whole of NHS Highland contributed to the Oxfam Giftaid scheme instead of sending cards to colleagues and friends.

With the rest of the money raised we were able to buy a classroom, teach 3 teachers, another 4900 school dinners, an education pack, 82 text books, care for 4 vulnerable orphans, train 2 health workers and a farmer, supply 5 goats and animal care kit and some fertiliser.

Education is crucial - it enables people to take control of their lives and raise their standards of living. This year, we aim to raise enough money across NHS Highland, to train teachers and equip schools in Tanzania.

### From the editor ...

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

Congratulations to Maimie on her national award! Maimie also won an NHS Highland Staff Award in 2006.

This issue of team Update has the usual updates for Agenda for Change, KSF and Community Health Nursing and there is also a special update on the new Clinical Research Facility (page 7).

There is also a big emphasis this month on how NHS Highland is tackling Public Health issues with imminent introduction of Smoke Free sites and proposals to encourage healthier habits amongst our

### Here's How!

Don't buy or send Christmas cards for friends or colleagues at work and tell people you are taking part in the **Greetings Card Gift Aid**.

Sign a gift aid form and include your home address, *not your work address*. (This increases the value of your donation by enabling Oxfam to claim the tax back).

Sign a local "Departmental Card", a central card that you pay to place a greeting on.

**Or** leave a message on our Season's Greeting Bulletin Board on the Intranet.

**Need more information?** Contact Sharon Thomson on Ext. 6312 or email [sharon.thomson@nhs.net](mailto:sharon.thomson@nhs.net)



All proceeds/profits will go to Oxfam.

Oxfam GB is a registered charity (no 202918).

Oxfam works with others to find lasting solutions to poverty and suffering.

Oxfam GB is a member of Oxfam International

10,000 staff.

If you would like to write an article or submit information (letters or photographs) for the Team Update or the Staff Magazine, *in-touch*, please write in to me or email the Communications Team via the email address on the NHS Highland Website: [staff@haht.scot.nhs.uk](mailto:staff@haht.scot.nhs.uk). We would like to hear what you think — so please do get in touch! Remember, **your** news and views are important!

**Ruth Cleland**

**Head of Internal Communications,**

NHS Highland, Assynt House, Beechwood Park,  
Inverness IV2 3HG

Email: [ruth.cleland@haht.scot.nhs.uk](mailto:ruth.cleland@haht.scot.nhs.uk)

Tel: 01463 704781

## Count down to a smoke free NHS Highland

In six weeks time all NHS Highland premises and grounds will become smoke free, in line with NHS Highland's Tobacco Policy and the Board is urging staff, patients and visitors to comply with the policy to ensure its success.

Susan Birse, Acting Tobacco Coordinator for NHS Highland, explains:

**"From 1<sup>st</sup> January 2008 NHS Highland will be a smoke free zone, that's just a few weeks away. We hope this policy will improve the health of and protect staff, patients and visitors from harmful exposure to environmental tobacco smoke.**

**"In Scotland in 2004 an estimated 13,473 deaths in Scotland were attributed to**

**smoking, which equated to 24% of all deaths.**

**"It is recognised that this may be a particularly challenging time and therefore staff and patients coming into hospital are encouraged to attend their local smoking cessation service to get support and advice on how to remain smoke free during their stay in hospital. Intensive support will also be given to staff and patients who wish to make an attempt to quit.**

**"We are urging staff, patients and visitors to comply with the policy in order to ensure its success."**

## Public Health Annual Report

The [Director of Public Health's Annual Report](#) is now published on our Website. It describes the current state of the health of the Public of the NHS Highland area and its partner, local authorities, the Highland Council, and Argyll & Bute Council. It also describes the progress made towards improving health.

Dr Baijal, Director of Public Health, highlights suicides and road traffic accidents as higher in the area covered by NHS Highland, than elsewhere in Scotland. He outlines the problems of health inequalities and the importance of tackling these in partnership with communities and with other public organisations.

Dr Baijal also emphasises the importance of smoking cessation on public health and of the impact of the ban on smoking in public. He stresses the importance of tackling obesity and encouraging people to take more exercise under the slogan "Eat Well and Move More".

### Fizzy Drinks

NHS Highland proposes to remove or replace fizzy drinks from sale in its premises in the near future. This is to support health improvement, in line with national policy. Look out for more information on this in the new year.

## 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](mailto:smokefree@hnb.scot.nhs.uk)**
- **[Givingupsmoking.org.uk](http://Givingupsmoking.org.uk)**
- **[Quitnet.com](http://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.

## Agenda for Change - Progress Update

The Agenda for Change Project now has three immediate targets:

- o to complete the matching, assimilation and arrears process for "old" NHS Highland
- o to complete the matching, assimilation and arrears process for Argyll & Bute CHP
- o to complete the reviews process

Beyond, this, there are further pieces of work, including ensuring that all staff who have left the organisation since October 2004, and who have contacted us, are made aware of the matching outcome for their job and have their arrears calculated and paid where this applies. Other work will include contact with other NHS organisations in relation to placing on scales for staff who have moved to NHS Highland and ensuring adjustments to pension calculations where appropriate. This work is all complex and time-consuming and is programmed to take place after the three immediate targets are largely met.

### Argyll & Bute CHP

As reported in October, work in relation to matching and data collection is now being carried out in Inverness although assimilation and arrears are still done in the Paisley Pay Unit. The figures here are very similar to those for the rest of NHS Highland – about 1300 staff to be assimilated, though the majority in Argyll & Bute CHP are bank staff. We are not absolutely clear how many jobs have not yet been submitted for matching, although we think the total outstanding is about the same as for "old" NHS Highland. Managers whose staff have not yet been assimilated are able to check the position by contacting the AfC Team in Inverness. The best contacts are [jeanne.hornby@haht.scot.nhs.uk](mailto:jeanne.hornby@haht.scot.nhs.uk) and [jayne.lowery@haht.scot.nhs.uk](mailto:jayne.lowery@haht.scot.nhs.uk).

### Remainder of NHS Highland staff

There are still approximately 1300 current staff to be assimilated, split evenly between staff in bank and in substantive posts. We are clearing these at the rate of just over 100 per month but are now encountering difficulties because about 200 jobs have either not been

submitted or are still awaiting matching. We are therefore concentrating on matching those jobs we have so that staff in those jobs can be assimilated. This will speed things up – but we do need the last 50 or so job descriptions outstanding from October 2004 to be submitted **immediately**.

### Reviews

Work on dealing with reviews has been hampered by the need to divert resources on to matching new and outstanding jobs so those staff can be assimilated; as noted above, this is the absolute priority for the AfC Team. In addition, the number of reviews submitted is approaching 1100 (covering about 700 different jobs) and early work indicates that review panels are struggling to get through enough jobs in a session to make an impression on this number. We are therefore looking at a number of improvements to our systems to allow us to get through the review process in a reasonable period; these include:

- o Pre-assessment of review requests to fast-track requests which will clearly be successful (for example where guidance or specific profiles are available now but were not at the time of original matching);
- o Seeking the release of key experienced matchers for blocks of time rather than one day per week;
- o Seeking expressions of interest from managers and staff side representatives in being trained in matching and job evaluation so they can participate in matching (in Inverness and Argyll) but principally in reviews in Inverness. Depending on response we may run training courses locally – but we would be looking for a significant commitment of time (at least two days per week and preferably more) and a readiness to set aside partisan views on both the JE scheme itself and the way it has been applied so far. Anyone interested should email [don-ald.shiach@hnb.scot.nhs.uk](mailto:don-ald.shiach@hnb.scot.nhs.uk) by 4 January 2008 for more information.

Sending out letters giving the outcome before sending data to the pay unit. This will mean

## Agenda for Change cont....

that staff whose request is successful will know the outcome more quickly but the actual adjustment of pay and payment of arrears will not be processed at that time. This is being proposed solely to avoid data errors between staff being assimilated for the first time and staff in the same job being reassimilated following a successful review request.

We are still prioritising review requests from staff on protection as a result of AfC assimilation, but we do rely on staff to return the proformas we send out to confirm that all data has been submitted. We will not process a review until this form has been completed. If you have been sent such a form and have mislaid it, please contact [allison.urguhart@haht.scot.nhs.uk](mailto:allison.urguhart@haht.scot.nhs.uk) for a replacement form.

## Public Holiday Dates for 2008-9

The following public holiday dates have been agreed by the Highland Partnership Forum (which is the new name for the Area Partnership Forum).

**Please note that these are dates for NHS Highland and do not apply to independent contractors, such as GP and dental practices.**

### For NHS Highland excluding Argyll and Bute CHP:

Friday 21st March 2008 (Easter Friday)  
Monday 5th May 2008 (May Day Holiday)  
**Monday 11th August 2008**  
**Friday 17th October (In school holidays in Highland Council Area)**  
Thursday 25th December 2008  
Friday 26th December 2008  
Thursday 1st January 2009  
Friday 2nd January 2009

### For Argyll and Bute CHP:

Friday 21st March 2008 (Easter Friday)  
**Monday 24th March 2008 (Easter Monday)**  
Monday 5th May 2008 (May Day Holiday)  
**Monday 29<sup>th</sup> September 2008**  
Thursday 25th December 2008  
Friday 26th December 2008  
Thursday 1st January 2009  
Friday 2nd January 2009

Please note that there is a minor (2 days) difference between the sets of dates. There was a discussion at a previous meeting of the Board Partnership Forum where it was agreed that there would continue to be a difference this year but it was open to the Argyll and Bute CHP Local Partnership Forum to decide to have this or opt into one set of NHS Highland dates.

## Cycle to Work Scheme

The Highland Partnership Forum approved the go-ahead for a Cycle to Work Scheme. This is to promote healthier journeys to work and to reduce environmental pollution. The scheme will mean a tax break for employees leasing bicycles and equipment to commute to work. It is anticipated that the scheme will go live in early February. More information will be circulated in due course, including a Frequently Asked Questions.

## Use of Mobile Phones within Healthcare Premises

A revised protocol for the use of mobile phones within healthcare facilities is underway. This will relax existing restrictions within certain areas, where they do not interfere with medical equipment, whilst protecting patient confidentiality and privacy. The revised protocol will be communicated widely, once agreed and signage and patient information will be revised accordingly.

## NHS Highland Website and Intranet news [www.nhshighland.scot.nhs.uk](http://www.nhshighland.scot.nhs.uk)

Our re-designed public website was launched in September and feedback to date has been very positive. Statistics show that there are around 3000 visits to the site each week, with around 14,000 page visits per week. Visitors to our site are mainly from the UK, but also from numerous other countries including the United States, Germany, Canada, Australia and New Zealand.

Visitors spend the most length of time on pages such as Team Update, Careers, and Raigmore Hospital.

The Intranet is undergoing a similar re-design, with many staff involved in the development. The framework is now in place and the Project Manager for this stage is Susan MacLean, with Consultant Surgeon, Jim Docherty, as well as Iain Ross, Niall Henderson, Steve Byrne and Ruth Cleland on the Project Board. **More news in the next issue.**



## KSF Update

Over the last couple of months there has been significant progress in the submission of KSF Outlines. Working directly with Team leaders and Senior Managers there has also been great moves forward in accuracy of where staff are - providing the information for future stages in KSF. Some locations have in excess of 70% of staff with Outlines submitted. Overall the half way point has been achieved as **50%** of staff within NHS Highland have an Outline submitted.

In the coming weeks direct assistance to the various Operational areas will be given to identify issues preventing the completion of those outstanding.

**Training has begun in earnest on e-KSF. Please review the options and availability in the**

## Older People's Strategy

The Board received a [report from Jan Baird, Director of Community Care](#), regarding a joint approach being adopted between the NHS and a number of Partners including statutory; voluntary; and independent sector organisations.

The Board noted the progress in developing an integrated approach across the Highland and Argyll & Bute partnerships towards the development of strategies for older people, the establishment of joint performance management and the integration of delivery of services.

**usual way or make contact direct with Mrs Pam Fraser on email or Tel – 01463 -257500.**

With so much of the Outlines moving forward we now need to establish the position for staff with a current PDP. There has been confusion as to whether or not to wait for an Outline to be agreed prior to this being done with Line Managers and staff. This is despite a common message that this should not be the case. There is a commitment that this should be in place for all staff in Highland. Please proceed regardless of position on your Outline and be supported by your employer on both meeting the needs for the job and, where appropriate, yourself.

For all Line Managers with PDPs please forward, if agreeable with staff, to the L&D Team, preferably in electronic format, to Miss Ceri Webber.

## Annual Review

On 3 October a formal letter was received from the Minister for Public Health, summarising the action points agreed at the [Annual Review](#) on 21 August 2007 in Inverness, at which the Minister had congratulated the Board on a successful year.

An Action Plan had been developed to address the action points and this was approved by the Board. Progress Reports would be presented to the Board during the year.

Next year, a new Clinical Research Facility (CRF) is planned to open in phase III of the Centre for Health Science on the Raigmore site. This will be operated by the University of Highlands and Islands Millennium Institute (UHI) and NHS Highland. The centre will be designed and managed to allow researchers to undertake clinical trials and other research studies in a state of the art facility, it will also have a bedded unit with the capacity for overnight studies. The CRF will be housed on the ground floor within the Highland Diabetes Institute; phase 3 of the new Centre for Health Science building on Raigmore Hospital's site. Funding for the CRF is sourced from a number of agencies including UHI, the Chief Scientist Office and Highlands & Islands Enterprise –Inverness and East Highland.

The CRF will provide a high quality clinical environment in which participants can take part in research programmes safely according to ethically approved study protocols. Any researcher who needs to utilise the facility will be eligible to request access whether he or she works for the University, the NHS or another research organisation. Researchers using the facility will be supported by trained research nurses and administrative services including a receptionist, clinical measurement technician, research pharmacist and data manager.

A CRF Advisory Group with representation from UHI and NHS Highland including clinicians, R&D department staff and the health board will provide an overview of the operation of the CRF. Approved studies will be reviewed by a CRF User's Group and the day to day operational activity will be overseen by a CRF manager to be appointed in advance of the CRF opening.

#### Facilities

- Reception and waiting area
- Nurses' hub for use by research nurses and clinical staff while conducting studies in the CRF.
- Large flexible clinical area with room for up to six reclining chairs for clinical studies and epidemiological research.



- A large multi purpose clinical room with space for two storable beds and shower/WC facilities; suitable for day and overnight studies and with the optional capacity for use with physiological equipment etc
  - A large individual patient room with fixed bed with access to shower etc and also suitable for day or overnight studies
  - Category-2 laboratory with facilities for processing blood samples, 'near patient' physiological/biological measurements and other metabolic research.
  - Drug preparation area and controlled-access drug store.
  - Large treatment room with plinth
  - Two equipment storage cupboards
- Pantry/kitchen with facilities for food preparation

To assist with further development and operation of the facility, a workshop organised by NHS Highland Research Office and UHI was held in the Green House, Beechwood Park in October. This formed a platform to describe the facilities and gain insight into local issues; the wider picture of clinical research in Scotland was outlined by invited local and national speakers including Prof Alison MacLeod Research & Development director NHS Grampian and Prof David Newby chair of the Scottish Clinical Research Facilities network.

Highland CRF staff are keen to hear from potential researchers interested in using the CRF for commercial or non commercial studies and any one wishing further information should contact Prof Sandra MacRury, Director Highland CRF Tel: 01463 667360; email: Sandra.MacRury@uhi.ac.uk

## Community Health Nursing - Update

Thank you to everyone for their continued support, involvement and patience with this exciting and challenging project. Outlined below is some of the progress that has happened during October and November.

A DRAFT Job description for the Community Health Nurse (CHN) role was sent out for comment; this has been circulated locally to enable as many people as possible to comment. Comments are being collated by Fiona Sharples, RONC Project Manager by 30 November. If you haven't seen a copy and would like to please feel free to contact her. There are a variety of opportunities and ways to look and comment on this locally, including 3 pan Highland workshops.

The Scottish Government October newsletter is now out, this has been circulated locally and is also available on the national website at <http://www.scotland.gov.uk/Topics/Health/NHS-Scotland/nursing/review/Newsletters>

The National Education Board for Scotland (NES) has work in progress looking at education requirements including transitional education. There was a 1<sup>st</sup> meeting of an Educationalist Group in Edinburgh, chaired by Ishbel Rutherford from NES. The aim of this group is to support the CPD element of education for the project. At the meeting there was representation from all HEIs who offer community programmes. Service leads will probably be invited to future meetings. The following items were discussed:

### **Capability Framework – transitional education and new programmes**

Information regarding CPD has been gathered from all HEIs, and a report will be produced by end of December. Web-based resources for practitioners is being investigated and the need is recognised for various ways of learning – face-to-face, web-based, distance learning, etc. Accreditation is still being looked into.

The next meeting will be in mid-November and the next steps for utilising the Capability Framework, support for transitional education and mentorship will be discussed.

The 1st national meeting on Public and Patient Involvement (PPI) was on 5 October.

Some of the actions included: development of a reference group, this aiming to re-engage members of the public who were active at the time the review was undertaken; development of a set of core principles in terms of how to engage patients and the public in the project locally and nationally.



Locally a sub group of the Steering Group had it's 1st meeting on 25 October to focus on PPI and the Review of Nursing in the Community. Work started on developing a local approach, more on this in next month's Team Update.

The national Evaluation Subgroup are working with the Workforce & Workload Subgroup, the first step being to identify how many nursing staff there are in the community.

The Project Managers of the 4 Development sites along with the National Project Manager, and others from the national project team met, invited guest this month was Chris Ridley who spoke about 'Getting It Right For Every Child' that was really helpful to further understand how these fit.

NHS Highland RONC Steering group met on 16 October. At this meeting a draft Change Management Plan was discussed. The aim of this plan is to ensure that all stakeholders are involved, engaged and supported throughout this project, e.g. the Steering group held a workshop on 12 November to look at the 'Day in the life of' a CHN. Similar events will then be held with the Local Implementation Groups in December. The project Risk Log/Register was discussed that shows potential risks identified with an assessment of the likelihood and impact, risk controls and actions needed.

The NHS Highlands RONC website is still being updated, so please be patient ~ thank you!

### **Events planned**

Workshops were held in Inverness and Oban

## Community Health Nursing—cont...

in November to meet Heidi May, Board Nurse Director and discuss the implementation of the Review of Nursing in the Community, to discuss the Job Description for the Community Health Nurse, and to discuss and get feedback from workshops on Children's Services / Protection.

A workshop is being organised for team leaders, clinical service managers, 'change leaders' and staff side representatives for Thursday 13 December in Inverness, from 1.00 – 4.00pm - people can do some Christmas shopping after as it's late night shopping!

Please confirm whether you would like to attend with the CHP Lead Nurse's secretary and for further information contact Fiona Sharples.

Workshops focusing on the Public Health con-

cerns raised during May/June workshops are being organised for December/January, dates are currently being finalised.

Please contact me if you have any comments or suggestions for what you would like to see in the Team Update, or on the NHS Highland website, or if you have any queries or would just like to chat about the Review of Nursing in the Community.

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

## Public Welcomed to Argyll and Bute CHP Committee Meetings

Members of the public from across Argyll and Bute are invited to attend future meetings of the Argyll & Bute Community Health Partnership (CHP) Committee and will be able to ask questions of members at the end of the meeting during a question and answer session.

Bill Brackenridge, Argyll & Bute CHP Chair, said: "Members of the Argyll & Bute Community Health Partnership Committee are keen for local communities across Argyll and Bute

to come along to our meetings to find out more about what is happening with health services in their own area and to have an opportunity to raise any issues that they may have."

The Committee plan to hold future meetings of the Committee in various locations across Argyll and Bute to give everyone an opportunity to attend.

Members of the public are invited to attend all CHP committee meetings in NHS Highland.

## National Hand Hygiene Project

The second round of hand hygiene audits undertaken in NHS Highland as part of the national Hand Hygiene Project is now completed and the results are being analysed. The Scottish Government will be publishing, in a benchmark report at the end of November, all results pan-Scotland. A full report of NHS Highland's audit results will be brought to the Board by the Nurse Director in December 2007 for information and discussion.

Look out for more information and advice on hand hygiene over the coming months.

## Condition Management Programme

Dr. Eric Baijal opened the Highland base of the Condition Management Programme (CMP) at the end of October. CMP is a partnership between NHS Highland and Jobcentre Plus. The aim is to help people with long term health problems address some of the issues which may be stopping them getting back into the job market.

Brian Devlin will lead an enthusiastic team covering Caithness and Orkney, Ross-shire and Inverness, Fort William and Skye.

## Letters to NHS Highland



"Dear Colleagues,  
I happened recently to have first hand experience as a user of our services. My daughter was air-lifted from the beach in Nairn to Raigmore, with a broken leg and spent several weeks, in traction, in the Children's Ward.

Everyone involved in her care was wonderful, from paramedics, to A&E staff, and especially **all** the children's ward staff, of whom I can't speak highly enough. The nurses, auxiliaries, play specialists and domestic staff helped us all get through the whole experience with great kindness and care. My thanks to you all."

**Ruth Cleland**

experience.

I was referred to the Gynaecology clinic and was seen by a number of doctors and nurses over the next few months—the staff consistently explained what they were doing, ensured I was comfortable and even managed to preserve my dignity.

I was well taken care of in Ward 8, the anaesthetists were very reassuring and helpful and Dr Kosseim was also very reassuring and helpful.

All in all, I felt I had to write to you so that you can pass on my grateful thanks to all the staff and your team at Raigmore."

**A Patient from Inverness**

have received excellent care from them, and also from staff in each of the wards I've stayed in.

I am writing to you today to single out one member of staff for particular praise. Suzanne Lindsay, a physiotherapist at Raigmore, has taken exceptionally good care of me throughout. She is highly professional and competent and always made good on her promises to me. She said I'd walk again and I did. She's a great motivator and always sympathetic and friendly. She always went the distance for me. You are lucky to have her as part of your team.

**A Patient from Inverness**

"I am writing to thank the hospital teams at Raigmore for making my recent short stay such a positive

"I have been a patient of Mr Coggins and Dr Steven at various times over the last 18 months. I

## NHSmail Project Update

NHSmail is a business standard email service, specifically designed to meet the needs of the NHS, which offers you an email account that can be accessed from any internet-connected computer; an on-line calendar and access to the NHS Directory, giving contact details for all NHS staff. Currently there are thousands of different local email systems operating in the NHS. These vary substantially in the quality and reliability of the service provided and account for a large cost to the NHS every year.

In addition, none of these services are secure enough to allow patient information to be transmitted across them. This means that this information is frequently sent via fax or post, incurring further costs for paper, printing and postage as well as slowing down the exchange of information. A central, secure email service reduces the overall cost to the NHS and provides a swift and safe means of exchanging information and is available to all staff working within the NHS in Scotland.

**Features:**NHSmail offers a host of features

including a business standard email service; calendar and diary functionality that can be shared between colleagues across the NHS; a national directory of NHS staff, containing name, email addresses, telephone numbers, name and address of their NHS organisation, and information about departments, job roles and specialties; accessibility from anywhere on N3 (secure NHS connection) or the internet; an email address that stays with you for the duration of your NHS career; automatic encryption of emails sent between NHSmail accounts offering a secure method of exchanging clinical information as approved by the (BMA); ability to use it alongside Microsoft Outlook.

The Project Team implementing NHSmail in NHS Highland have created a website which can be accessed through the Intranet under quick links. FAQs will be published there shortly.

**Contact:** Sarah Holt - Project Officer  
Tel: 01463 706323, or [sarah.holt@nhs.net](mailto:sarah.holt@nhs.net)

## 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.

Recent HDLs include:

22/11/2007 Consultation on options for improvements to the consultant recruitment process.

21/11/2007 Drug alerts no 24, 25 and 26 2007: class 2.

20/11/2007 Update to drug alert no 21 2007: drug safety information.

19/11/2007 Lumiracoxib: suspension of UK licences with immediate effect

13/11/2007 CEL(2007)17 - Implementation of immunisation programme: human papillomavirus (HPV) vaccine.

09/11/2007 Consultation on A safe prescription: developing nurse, midwife and allied health profession (NMAHP) prescribing in NHS Scotland.

08/11/2007 CEL(2007)11 - Provision of medical records by NHS to courts.

## Surgical Laser

A CO<sub>2</sub> Surgical Laser has been used for the first time on ENT (Ear, Nose and Throat) patients at Raigmore Hospital, meaning patients now no longer have to travel to Dundee for this procedure.

The laser is a precise effective tool that is highly effective for certain conditions of the mouth and throat. Mr Leo McClymont, Consultant ENT Surgeon at Raigmore Hospital, explains:

**“The laser was first used in October and is currently used for ENT patients who have benign conditions of the vocal cords, which cause hoarseness; however, laser treatment of certain throat cancers is becoming more common and some cancers can be removed successfully without the usual major surgery.”** Although used for ENT procedures at present, it is hoped that it can be developed for use with Dermatology and Gynaecology.

**Submissions by 5th Dec for the next Team Update please.**

## Forthcoming Events:

### **NHS Highland Board Meetings 2007**

**4 December** 9am Argyll Hotel, Inverary

**5 February** (Inverness)

**4 March**

### **Review of Nursing in the Community:**

Contact Fiona Sharples to find out what is happening in your area:

Mobile ~ 07824 473 829,

Email ~ [fsharples@nhs.net](mailto:fsharples@nhs.net)

### **Media Training**

Find out how to get your message across! For more information contact Susan Rose on 01463 704903

### **Equality & Diversity Training**

#### **Management Development Programme Level One**

**Module: Equality and diversity in practice**

**Covering** KSF Specific Dimension G6: People Management, Level 1 and KSF Core Dimension 6: Equality and Diversity, Level 2

#### **Dates**

Wick	18 <sup>th</sup> Dec 2007	
	1.00pm -4.00pm	
Inverness	15 <sup>th</sup> Jan 2008	10.00
am – 1.00pm		
Fort William	20 <sup>th</sup> march 2008	
	1.00pm – 4.00pm	

**contact Marie Gilbert on 01463 704826**

**or email [marie.gilbert@hpct.scot.nhs.uk](mailto:marie.gilbert@hpct.scot.nhs.uk)**

### **Get WISE Staff Briefings**

If you have information to get out to all staff across NHS Highland, or to staff in your area, the Get WISE briefings are an excellent way to do this. For more information, get in touch with Ruth Cleland 01463 704781

**Advertise your event here: Contact Erin Grieg 01463 705771 or Ruth Cleland [ruth.cleland@haht.scot.nhs.uk](mailto:ruth.cleland@haht.scot.nhs.uk)**

**eLibrary** [www.elib.scot.nhs.uk](http://www.elib.scot.nhs.uk)

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