Staff access improved to cycle2work scheme

NHS HIGHLAND’S cycle2work bicycle access scheme will be open for applications in May.

An important feature of this new phase of the scheme is that employees will be able to apply at any time for a new bike – not just in a restricted window as before.

NHS Highland’s lead for the scheme, health promotion specialist Dan Jenkins, said: “I’m delighted that we have been able to arrange open access to the cycle2work scheme.

“I receive enquiries all year round and now we can direct colleagues straight to the application process to get a bike when they most need or want one. I want to say thank you to the various departments leads in HR,

Continued on page 2

Group chair appointed

THE CAITHNESS Maternity and Gynaecology Group (CMAG) appointed a local independent GP to be its chair following a meeting on Tuesday 25th April 2017.

Dr Alison Brooks - the only candidate put forward - was supported by the majority of the group.

A partner in the independent Thurso and Halkirk Practice, Dr Brooks will now formally take up the position as chair at the group’s next meeting.

During the meeting, Dr Brooks outlined her considerable involvement and links with the local maternity services at Caithness General and Raigmore Hospitals over many years, as a mother, grandmother and as a local GP.

She also said that part of her

Continued on page 3
Chair appointed

Continued from front

medical training had included special care paediatrics in Edinburgh.

Commenting on the taking up the role of chair, Dr Brooks said: “I think it is really important to ensure that the midwife-led unit and the new arrangements work well so that mothers and families feel secure.

“One of my early concerns was how might we influence the current ambulance situation. To already have a response on that from Scottish Ambulance Service and NHS Highland is encouraging.

“I recognise that some members of the group didn’t feel that I am independent. I hope over the coming months, however, everyone will see that I will be representing the views of the group.

“We are all giving up our free time so it’s important we work well together and that we make a difference that local people value. Hopefully, we can also appoint a vice chair in due course.”

Aside from voting in the new chair, group members also discussed progress over improving access to accommodation at Raigmore. It was agreed that local members will be involved such as ensuring it was child-friendly.

It was also confirmed that Scottish Ambulance Service and NHS Highland have identified an additional investment of £400,000 to increase ambulance provision in Caithness.

Graham Cormack, who repres-
**ALTERNATIVE COMMUTE**

Better access to cycle2work scheme

*Continued from front*

payroll and finance for working together to make this possible.”

The benefits of cycling are well known, however another enticing feature of the scheme is saving money.

“There are great savings to be made,” Dan explained. “It depends on your tax code, but most people save at least 32 per cent on the price of a new bike.

“The value of the application is split over 12-monthly salary sacrifice payments, and the gross deductions are shown on your payslip.

“The savings are made by not paying tax or National Insurance on the amount of these deductions, meaning the amount of the reduction in your net pay – the money you get into the bank, is significantly less.”

Dan added: “It’s great for novice cyclists and regular pedal enthusiasts alike. As well as the bike itself, the necessary safety accessories – such as lock, lights, helmets and high-visibility equipment – can also be accessed through the scheme, meaning even better savings.

“I would encourage colleagues to take a bit of time to work out exactly what they need and to be sure to apply for the correct amount. What staff actually apply for is a Letter of Collection with a certain value – which is essentially a voucher to exchange for the bike and other bits.

“The value the colleagues apply for will be the amount paid back through salary sacrifice. There is no ‘change’ if colleagues don’t use the whole value; it’s important to get it right.”

The scheme is quick and easy to use. Once again, NHS Highland is working in partnership with Halfords alongside a range of other partner bike shops.

Staff can apply online at www.cycle2work.info using our own employer code – NHSHIGH-LANDC2W.

Approval usually takes a few days before colleagues are issued with their Letter of Collection. They then take this to their chosen bike shop to exchange for their bike and accessories if they are included in the value of the application.

The salary sacrifice arrangements will work in monthly sections. Applications from the 16th of one month to the 15th of the next month will have their application processed in time for the first payment to come off in the following month’s pay.

For example, applications from 16th January to 15th February will see the first payment deducted from March’s pay.

Dan added: “Thousands of bikes have already been accessed through the scheme and we have had excellent feedback. However, it’s important that we maintain promotion of the scheme and the benefits it provides.

“There is potential that, as the scheme is open all the time, the lack of deadline may mean colleagues don’t get round to applying. I would really encourage colleagues to keep talking about the scheme, share their stories and experiences and support your colleagues to give cycling a go.”

NHS Highland recently joined forces with Sustrans to appoint two active travel engagement officers to encourage staff to make behaviour changes in commuting and business travel.

The two officers—Lizbeth Collie and Sheila Wickens—will be on hand at some NHS Highland sites to provide advice on the benefits of cycling and to help build skills and confidence, especially for cycling on the roads. They will also provide bicycle maintenance advice and skills. See Page 4 for partner bike shops in Highland.

---

**CARE@HOME**

Partners trial Inverness overnight service

NHS Highland and Scottish Care have announced plans for an overnight service for care at home in the Inverness area.

The one-year pilot involves a partnership with three local independent sector providers, Gateway, Castle Care and Eildon.

NHS Highland’s special projects lead Jean-Pierre Sieczkarek, said: “The overnight service is a response to the need for support during the night to allow safe discharge from hospital where required, to respond to social care inter-
ventions such as falls and help calls and support people to be safely supported in their own home.

“We are hopeful that this type of intervention will take pressure off our hospitals by reducing the number of admissions and speeding up discharge for patients. We anticipate that this one-year pilot will prove to be successful and it will expand out with the Inverness city boundaries through time.

“We are confident that this initiative can prevent people from being placed in residential care, when support overnight could allow them the choice of returning home.”

Caroline Mainland from Scottish Care, said: “We are delighted to be working in partnership with NHS Highland and three local independent providers to establish this exciting project.

“The service will ensure a collaborative approach to the delivery of care at home services across the Inverness area during the evening and is an excellent example of partnership working to deliver better care in the north of Scotland.”
## Local partner bike shops as at 1st May 2017

<table>
<thead>
<tr>
<th>Location</th>
<th>Bike Shop</th>
<th>Website</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aviemore</td>
<td>Mikes Bike</td>
<td><a href="http://www.aviemorebikes.co.uk">www.aviemorebikes.co.uk</a></td>
<td>01479 810478</td>
</tr>
<tr>
<td></td>
<td>Bothy Bikes</td>
<td><a href="http://www.bothybikes.co.uk">www.bothybikes.co.uk</a></td>
<td>01479 810111</td>
</tr>
<tr>
<td>Dingwall</td>
<td>Dryburgh Cycles</td>
<td><a href="http://www.dryburghcycles.co.uk">www.dryburghcycles.co.uk</a></td>
<td>01349 862163</td>
</tr>
<tr>
<td>Fort William</td>
<td>Nevis Cycles</td>
<td><a href="http://www.neviscycles.com">www.neviscycles.com</a></td>
<td>01397 705555</td>
</tr>
<tr>
<td>Grantown</td>
<td>Base Camp Bikes</td>
<td><a href="http://www.basecampbikes.co.uk">www.basecampbikes.co.uk</a></td>
<td>01479 870050</td>
</tr>
<tr>
<td>Inverness</td>
<td>Alpine Bikes</td>
<td><a href="http://www.alpinebikes.com">www.alpinebikes.com</a></td>
<td>01463 729171</td>
</tr>
<tr>
<td></td>
<td>Bikes of Inverness</td>
<td><a href="http://www.bikesofinverness.co.uk">www.bikesofinverness.co.uk</a></td>
<td>01463 225965</td>
</tr>
<tr>
<td></td>
<td>Highland Bikes</td>
<td><a href="http://www.highlandbikes.com">www.highlandbikes.com</a></td>
<td>01463 234789</td>
</tr>
<tr>
<td></td>
<td>Monster Bikes</td>
<td><a href="http://www.monsterbikeshop.com">www.monsterbikeshop.com</a></td>
<td>01463 729500</td>
</tr>
<tr>
<td></td>
<td>Halfords</td>
<td><a href="http://www.halfords.com">www.halfords.com</a></td>
<td>01463223388</td>
</tr>
<tr>
<td>Lochgilphead</td>
<td>Crinan Cycles</td>
<td><a href="http://www.crinancycles.co.uk">www.crinancycles.co.uk</a></td>
<td>01546 603511</td>
</tr>
<tr>
<td>Portree</td>
<td>Island Cycles</td>
<td><a href="http://www.islandcycles-skye.co.uk">www.islandcycles-skye.co.uk</a></td>
<td>01478 613121</td>
</tr>
<tr>
<td>Strathpeffer</td>
<td>Square Wheels</td>
<td><a href="http://www.squarewheels.biz">www.squarewheels.biz</a></td>
<td>01997 421000</td>
</tr>
<tr>
<td>Golspie</td>
<td>Lindsay &amp; Co</td>
<td><a href="http://www.lindsaycogolspie.co.uk">www.lindsaycogolspie.co.uk</a></td>
<td>01408 633212</td>
</tr>
</tbody>
</table>

**Online Electric Bikes:** E-Bikes Direct  [www.e-bikesdirect.co.uk](http://www.e-bikesdirect.co.uk)

If you know of any others, or want to help another local partner to sign up, please email us on:

**High-UHB.cycle2workhighland@nhs.net**
AN NHS Highland GP has developed guidelines to help fellow health professionals diagnose and treat Lyme disease quicker.

Dr James Douglas, a Fort William-based general practitioner, led a campaign to capture incidences of tick bites across Lochaber with colleagues from primary care and out-of-hours services, as well as the Belford Hospital’s accident and emergency department.

And Dr Douglas says the information collected will prove to be useful across Scotland.

“The data capture study in Lochaber is aiming to give us a much more accurate in one area,” he explained. “The information will be useful in Scotland and the rest of the UK for planning the NHS response to Lyme disease.”

The guidance is posted on the NHS Highland intranet and provides useful information on tick removal and prevention of Lyme disease.

Dr Douglas continued: “This is a great example of colleagues in primary and secondary care working together on a project of mutual concern, and of the new GP clusters working on a subject of huge public interest here in Lochaber.

“The guidelines will not only inform colleagues of how to promptly diagnose a tick bite and Lyme disease, but improve coding information for admissions to hospital and prevention advice.

“We are also working closely with Health Protection Scotland on public information and the Forestry Commission on occupational information, including a video with case studies to highlight why prevention of Lyme disease is so important.”

What is Lyme disease?

Lyme disease is transmitted from animals or birds by the bite of an adult female tick (it’s reckoned that around 10 per cent carry Lyme). Animal hosts for the disease include deer, foxes, squirrels, sheep and rodents.

The first manifestation of the disease is often an expanding skin rash which generally occurs up to seven days after a tick bite. It is completely curable if recognised and treated at the rash stage. However, the rash – which is sometimes misdiagnosed as ringworm or an allergic reaction – doesn’t always occur. Early symptoms can also include tiredness, headaches and muscle pain. Later, the disease can cause a range of symptoms and conditions, including arthritis, serious neurological disorders and loss of memory.

No preventative vaccine for Lyme disease exists. However, early treatment with antibiotics stops the course of the disease and reduces the incidence of complications.

How to minimise risks

Ticks like living in a moist, shady environment and are often found in wooded areas, on fallen leaves, in undergrowth and on long grass. They normally don’t go higher than one metre off the ground.

People who have been bitten by a tick should remove it as soon as possible, preferably using a specially-designed removal device. You should wash your hands and disinfect the removal device and the area of the bite. Infection is less likely to occur if the tick is removed within 24 hours.

Infection can be prevented by:

- Wearing light-coloured clothing, which will help you spot ticks
- Wearing long-sleeved shirts and long trousers of a tightly-woven material
- Tucking trouser bottoms into socks
- Walking along the centre of paths
- Checking regularly for ticks, both when out and when you return home
- Promptly and correctly removing ticks
- Checking pets for ticks
- Using insect repellent on clothes and exposed skin
- Visiting your GP if you develop an unexplained red rash after a tick bite
THE RIGHT health and care information can make a real difference to how people manage their wellbeing.

Making information accessible, quality assured and up to date helps people to make positive choices.

NHS Inform is Scotland’s dedicated resource offering up-to-date facts on health, services and campaigns.

It also has a wealth of information available online, over the telephone or via webchat:
- Tests and treatments
- Illnesses and conditions
- Injuries
- Healthy living (including stopping smoking, screening and keeping active)
- Care, support and health rights

One of the many great features of the new website is that people can personalise the information that’s relevant to them using the ‘Info for Me’ tool.

People can also interact and find out about specific conditions in community forums using the ‘Health Unlocked’ facility.

Of course, there is always the option to talk to the health information team by telephone or using webchat.

Want to try the new service? Visit: www.nhsinform.scot or call: 0800 22 44 88
Pulteney House shortlisted for top care awards

A CARE HOME team from NHS Highland has been shortlisted for this year’s Scottish Social Services Awards for its innovative approach to the way the homes’ residents are treated.

The team at the Pulteney House residential home in Wick is one of three in the ‘Enlightened approach’ category of the awards run by the Social Services Strategic Forum.

Alongside fellow finalists UK-based Bluebird Care and Crossreach’s Threshold Glasgow, staff representatives will be at the Scottish Social Services Awards (SSSA) ceremony on Tuesday 13th June 2017 to be held at the Crieff Hydro.

The prestigious awards will be opened by the minister for childcare and early years, Mark McDonald MSP, and compered by Scottish broadcaster and Reporting Scotland presenter, Sally Magnusson.

The SSSA awards aim to highlight social services staff who take an ‘enlightened approach’ through:

- Fresh and innovative approaches to learning.
- The best examples of supporting and encouraging staff to learn and grow.
- Approaches that allow staff to learn from the people they support.
- Learning and development which enables people to do the right things and not just follow procedure.

The Pulteney House team were nominated because their ‘My Home Life’ approach put the 18 older residents and their families’ needs and requirements foremost so that, as much as possible, it was as if they were still living in their own homes.

Pulteney House manager Penny Cormack, said: “Working day-to-day with a multi-disciplinary team of allied health practitioners - pharmacists, occupational therapists, community nurses and dementia specialists etc. has allowed our 35-strong team to develop and grow in confidence using the approach at Pulteney House.”

“I would especially like to thank the community mental health team, the consultant psychiatrist and community mental health nurse, Hannah McLean, for their support and assistance to my staff.

Pulteney House does not employ nurses, so any nursing input they have is community based. Because they are aware of the residents wishes and needs the team is able to work closely with medical colleagues to learn more techniques to properly support residents.

Penny said: “This whole team approach has led to an increase in staff confidence and an ability to provide support in the most challenging of circumstances.”

Jackie Hodges, NHS Highland’s service improvement lead, said: “The team at Pulteney house are well known for being dynamic and open-minded in their quest to support people to the best of their ability and in a way which allows the resident to be central to any input.

“They embrace learning opportunities from all angles – from the resident, families and colleagues and they do it daily and naturally. I am delighted this team has been nominated for an award as the outcomes for residents, relatives and staff by adopting the ‘My Home Life’ approach have been very positive – and it shows.”
There is a famous saying that “one should never ask a person to do something they wouldn’t do themselves”.

And it is a theory that Sheila Wickens, one of NHS Highland’s active travel engagement officers, certainly subscribes to.

Part of her role is about supporting colleagues to get active during their commute to work, and cycle, walk or use public transport as a means to get to and from their office each day.

“I cycle a total of 24-miles to work more or less every day,” Sheila explained. “Of course, there are some days when I have to use public transport or jump in the car, but for the most part I pedal my way from Muir of Ord to Inverness for work.

“I don’t think it would be fair in my role to ask my colleagues to consider getting active on their commute or business travel and not do it myself. However, I enjoy cycling and it helps me clear my mind and focus on the day ahead.”

Sheila was recently appointed alongside colleague Lizbeth Collie to inform NHS Highland’s active travel policies and support staff to make a behaviour change in commuting and business travel.

She added: “There are so many benefits to cycling on your commute. I’m energised and refreshed and I feel great. Plus, I know that my exercise for the day is done. I commuted to work by bicycle in my previous job and my colleagues got annoyed with me as I was so cheerful first thing in the morning.

“It’s important to take time for exercise and even if it’s one day a week when you leave the car at home and commute in a different way, it can make a huge difference.

“I’m very fortunate that I have a beautiful route to cycle in the morning, until the Kessock Bridge at least! I find that it resets me before I get into the office and I get to enjoy the stunning scenery over the Moray Firth.”
Inaugural meeting for community partners

THE MID ROSS Community Partnership is holding its inaugural meeting this month to help shape future community services.

The meeting will be held on Monday 8th May 2017 from 6pm-8pm.

The partnership consists of organisations including NHS Highland, The Highland Council, Highlands and Islands Enterprise, Police Scotland, Fire and Rescue and a host of voluntary groups.

NHS Highland’s district manager Christopher Arnold, from the Community Partnership said: “We are holding the first ever meeting of the partnership in Dingwall Town Hall and would welcome anyone who is interested in improving services in the local area to attend.”

More information on the Community Partnership is available at: www.highlandcpp.org.uk/mid-ross-community-partnership.html

Rural care initiative shortlisted for award

NHS Highland was shortlisted for a UK award for an initiative that could dramatically help improve the reliability and sustainability of integrated health and social care in rural communities.

Along with Highland partners - the Highland Council; Highland Home Carers; Scottish Care; and Boleskine Community Care - the board were finalists in the Public Finance Innovation Awards 2017.

The inaugural awards ceremony took place on Thursday 20th April at the Grange St Paul’s Hotel in London. NHS Highland was one of six finalists in the Achievement in Health and Social Care Integration category.

Although they didn’t win, the Highland Partnership’s innovative approach has proved so successful it is now being rolled out across the Highlands with several remote communities now delivering the same care or planning to do so.

NHS HIGHLAND staff have successfully completed the first ever in-house Royal Environmental Health Institute of Scotland (REHIS) food hygiene course.

Ten cooks from the West and Inner Moray Firth area took part in the course which aims to help those who will set the high standards in kitchens to develop a good reputation, be compliant with the legal requirements and provide an excellent due diligence defence if required to do so.

Norman Macleod, NHS Highland’s food hygiene tutor, explained the course is designed for cooks, supervisors and middle managers who are an essential link in maintaining high standards of hygiene and preventing food poisoning.

He said: “The course runs for four days at the end of which is a rigid examination. I’m delighted to say that all candidates passed with the majority receiving a credit level pass of over 80 per cent.

“Officials from REHIS commented that ‘an excellent level of understanding was demonstrated by all candidates’. Well done, NHS Highland! “I’d like to offer my congratulations to all candidates and praise them for all their efforts and hard work in completing this course. I hope their success will give confidence and encouragement to future candidates within our hospitals and care homes across NHS Highland.”

Not shown in the picture, but who also completed the course are: Jenny Dixon, Strathburn House Care Home, Gairloch; Sarah MacDougall, Ach an Eas Care Home, Gairloch; and John Maclean, Raigmore Hospital, Inverness.
AN INVERNESS man has become the first Scot to finish a marathon held above the Arctic Circle as part of a long held ambition to raise awareness about type 1 diabetes.

Roddy Riddle, who also completed the Marathon Des Sables in the Sahara Desert in 2013 – a 155 mile ultra marathon, took part in the 6633 Arctic Ultra in March this year. He finished second overall after completing it in just seven days.

Roddy, a co-owner of a local cycle shop, explained that the 6633 Arctic Ultra is regarded by many as one of the toughest, coldest, windiest ultra distance footraces on the planet.

6633 Arctic Ultra is a non-stop self-sufficient foot race over a distance of 350 miles, with the race crossing the line of the Arctic Circle and continuing to the banks of the Arctic Ocean at Tuktoyaktuk in the Northwest territories of Canada.

He said: “I did take part the previous year but failed to finish, stopping 80 miles short of the finish line. This left me with unfinished business as it was always going to be my last race and you’re only as good as your last race. Not finishing was not good enough in my opinion.

“I have taken part in these challenges to not only raise awareness of type 1 diabetes but to prove that living with type 1 shouldn’t stop you achieving your goals and dreams in life. My motto is ‘rule type 1 diabetes, don’t let it rule you’.”

Roddy added: “It was an amazing experience and it’s unbelievable to have finished second and to have done it in one of the quickest times.

INFLAMMATORY BOWEL DISEASE

MORE THAN 50 small firms in the Highlands and Islands involved in the life science and technology sector were given the opportunity to compete for a share of £400,000 of Scottish Government funding at an event held last month.

The local firms have all signalled their interest in a competition run by the Small Business Research Initiative (SBRI) by attending a briefing at the HIE’s An Lochran building on the UHI Campus in Inverness on Tuesday 4th April 2017.

Aimed at stimulating technologies that enables personalised care, better education and remote monitoring for people living with inflammatory bowel disease (IBD), the event gave firms more information about the competition.

Led by Highlands and Islands Enterprise (HIE) and the NHS Innovation Partnership Board, the competition is particularly looking for solutions that improve patient experience and outcomes for people living in Scotland with an IBD diagnosis and can be applied to other medical conditions.

NHS Highland’s Professor Watson said: “IBD can be a devastating and lifelong condition than impacts on a patient’s social, educational and employment opportunities. This SBRI challenge is designed with patients at its very heart and is likely to produce some really exciting innovations that will benefit all IBD patients, no matter where they live.”

After attending the briefing, the firms had to register by Wednesday 10th April 2017 with applications completed and received by the organisers no later than midday Wednesday 17th May 2017.
DUNBAR HOSPITAL

Fantastic turnout for vintage tea party

Pictured left to right are: Janice Falconer; Fiona Macleod; and Cathy Young; who organised the entire event.

NOT EVEN inclement weather could dampen a fantastic turnout for a fundraising event at Thurso’s Dunbar Hospital this month which helped raise £500 for the charity Bowel Cancer UK.

Altogether around 150 people attended the afternoon “vintage tea party” event at the NHS Highland hospital - raising £502 in total on the day.

For a couple of hours from 2 to 4 p.m. the Dunbar was transformed into a tea emporium with tables laden with colourful tablecloths, hand-decorated flower vases and vintage tea sets.

The tables themselves groaned under the sheer volume of homemade cakes, sweets, scones, fruit loaves, cupcakes, biscuits, and tablets created and baked by staff and members of the local community.

Live music from local musician John Dunbar gave the occasion a special ambience in keeping with the vintage theme.

Gary Reid, owner of the ‘world-renowned’ Reid’s bakery, acted as the guest judge in the first event of the day - the home-baked cupcake competition.

In the adult section, first prize was won by Fran Manners, from Halkirk, whose entry was described as “sensational” by Gary and was based around lemon, white chocolate and prosecco.

Second place was won by Dr Alison Brooks and third place by Janice Falconer.

The children’s category was won by 3-year-old Finn Gallagher from Wick, whose pirate-themed cakes were a big hit with all.

Mike Flavell, the Caithness District general manager, presented the prizes. Earlier he opened the event by welcoming everyone and explaining that it was in aid of research and heightening local awareness of bowel cancer.

Acting charge nurse Moira Gallagher, said: “I’d like to thank the hard work, professionalism, unlimited enthusiasm and dedication of team Dunbar and - in particular - Janice Falconer, Fiona Macleod and Cathy Young, who organised the entire event.

“I could not be any prouder of the team; for every member of staff who helped out in so many ways; and for the local community for their unfailing support, enthusiasm and generosity throughout the afternoon.”

The team at Dunbar have already begun planning their next event - although details will remain a closely guarded secret until nearer the time.

Dedicated nurses rally round to ease staffing pressures

NHS HIGHLAND made further successful efforts to ease nursing staff pressures at the Minor Injuries Unit (MIU) and Out of Hours Urgent Care Centre (UCC) at Dunbar Hospital this month.

By drawing on expertise from senior qualified nurses from neighbouring hospitals - and even an adjacent health board - the team have been able to ensure a 24 hours a day, seven days a week service.

Qualified nursing staff from Dunbar Hospital, Caithness General and Town & County Hospitals in Wick, local community nurses and even a Band 7 advanced nurse practitioner from Orkney have been called in as ‘bank’ nurses to ensure that the Thurso MIU/UCC had continued dedicated support.

Gill McVicar, the board’s director of operations north and west operational unit, said: “I would like to thank the senior charge nurse, all the Dunbar staff and bank nurses at the MIU for their dedication and commitment to ensure the unit operates 24/7.

“It’s just fantastic that existing staff, nurses from the bank, neighbouring hospitals, and NHS Orkney, have continued their dedicated support until our appointees can take up their posts.

“We have planned several events to thank them and mark their achievements. One of these will be on Saturday (May 13) when we will be hosting an event at the Dunbar in aid of a charity event for the NHS in Caithness.

“Some of these nurses have been working above and beyond the call of duty, doing extra shifts and changing working patterns and I am very grateful to them.

“It’s been a wonderful team effort since we resumed our normal service after a period last month when we closed the unit temporarily over a weekend and then operated a restricted service for two days after that before resuming the full service.
Living Better

with a long term condition

Explore some simple tips and techniques to help you
self manage your long term condition more effectively

LGOWIT is running a free 5-week course

Introducing self-management
Understanding pain and other symptoms
Managing Change
Activity and Exercise
Effective Communication

Fridays from 26th May (1.00-3:30pm)
Inverallan Church Hall
The Square, Grantown-on-Spey
(26th May and 2nd, 9th, 16th and 23rd June)

To find out more contact Richard Youatt: 01349 807061
Lgowitadmin@highlandtsi.org.uk

LGOWIT, hosted by the Highland Third Sector Interface, HTSI, SRC -Sco43523
This project is supported by the Transforming Self Management in Scotland Fund provided by the Scottish Government, administered by Health and Social Care Alliance Scotland
NEWS IN BRIEF

Thurso care@home
The Care at Homes services in West Caithness has moved to a new location as part of plan to improve patient care in Thurso by streamlining NHS Highland health and social care provision.

From Tuesday 25th April 2017, the West Caithness Integrated team’s service will be based permanently at the community health centre on Davidsons Lane, Thurso.

The move by the care@home services from Bayview House will mean most community health and social care provision will be under one roof.

Back pain myths
NHS Highland’s occupational health physiotherapy team are holding a regular feature in Highlights looking to bust the myths that surround back pain.

More back means more damage - MYTH. Pain does not equal more damage. Individuals with the same injury can feel different amounts of pain. This can be influenced by factors such as previous pain experiences, your mood, fears, stress levels, fitness and coping styles.

For more information contact Lesley Marshall on lesley.marshall2@nhs.net or Michelle Smith on michelle.smith9@nhs.net extension 4499.

Obstetric scanning
WOMEN in Argyll and Bute can now access the obstetric scanning service closer to home thanks to a new service starting up in Oban this month.

The new service, which starts 10 April, will be run from Lorn and Islands Hospital in Oban and has been a much longed for service in the area.

Jaki Lambert, consultant lead midwife for the area, explained that women would previously have travelled to Glasgow to be scanned and the team are excited to now be able to offer this in the local area.

She said: “Local women have told us that this is a service they want locally and we are pleased to have a great team that have the skills to enable these services to be offered.”

INFECTION PREVENTION

Insightful role
For IPC nurse

FOR THE past seven months Ann Dalgetty, staff nurse, has been on a secondment with the Infection Prevention and Control Nurses (IPCNs) within Microbiology Department.

Ann, who has been an IPC link nurse for many years, thought she already knew what the IPC nurses did but after spending time with them she has gained an insight into the diversity of their role.

She said: “Having been exposed to all aspects of the role I have come to realise that IPC infiltrates every aspect of the NHS from patient care, new building projects, education, clinical practice, standard infection control precautions, procurement processes, decontamination, surgical site surveillance and the management of outbreaks. The list is endless.

“It was a pleasure going out on clinical duty to all areas in Raigmore. No matter how busy all the staff were, they readily answered my numerous questions, responded, listened and acted upon the IPC advice being given as well as working within national and local NHS Highland policies.”

Ann stressed that team work is clearly evident at clinical and ward level across all levels of staff.

She said: “We are all striving to give our patients the very best care and outcome whilst dealing with tremendous pressure of workload, bed availability and the accurate recording of care and this all happens with dedication, kindness and essentially a good sense of humour. This experience was very inclusive and as the time has progressed it is obvious the IPCNs are dedicated and true professionals and a credit to both their profession and the department.

“I feel privileged to have been part of this team and count myself fortunate to have enjoyed such a great secondment. I have increased my knowledge of infection prevention and control issues and I hope to continue to learn and develop my knowledge which will in turn continue to improve my practice.”

RESPIRATORY CARE

May education day

AN EDUCATION event to discuss the changing face of respiratory care will take place in Highland next month.

The ‘Respiratory Challenges’ education day will be held on Thursday, 25th May 2017 in the Centre for Health Science on the Raigmore Hospital campus in Inverness between 9.30am-3.30pm.

The event has been organised by NHS Highland in partnership with the Scottish Allergy and Respiratory Academy (SARA). A range of respiratory experts will make presentations including Professor Hilary Pinnock, chair of the Primary Care Respiratory Society.

NHS Highland advance practice respiratory nurse Michelle Duffy, said: “There have been a number of changes in respiratory care in the recent past and this education day will provide an opportunity for healthcare professionals to discuss the best way to adapt practice and guidance to ensure we continue to deliver the highest level of care for our patients.”

Online registration is available for healthcare professionals who wish to attend. This can be accessed at: http://scottishallergyrespiratoryacademy.org/
Highland regional event proves ‘sell out’ success

THE SAFER Highland Rock Challenge took place in Highland this month with over 1,000 pupils performing on stage at Eden Court.

The event, organised by the Be Your Best Foundation, aims to encourage young people to utilise the performing arts and make positive life choices to be their best without the use of alcohol, drugs or tobacco.

The opening night saw a series of high schools from across Highland perform, before the second evening of competition saw primary schools pupils take part in the J Rock Challenge before their high school counterparts concluded events.

All three events were played out in front of sold out audiences and Briddeng Primary School from Alness were victorious in the J Rock Challenge. Hilton Primary School from Inverness and Ben Wyvis Primary School from Dingwall secured second and third place respectively.

Invergordon Academy were the winners of the second evening of high school competition with Dingwall Academy and Grantown Grammar School finishing second and third.

The winners from 2016, Alness Academy, showcased on the first evening of the competition and they will represent Highland in the national final in Dundee later this year. They will be joined by Thurso High School, Invergordon Academy and Dingwall Academy.

Highland Alcohol and Drug Partnership co-ordinator Deborah Stewart said: “It was a fantastic event and the standard of performance was absolutely amazing. I can’t believe the number of children that are involved and the support from families and members of the community has been wonderful.

“What we see on stage is fantastic but that’s only one part of how Rock Challenge’s work impacts on local communities. It is a key part of our prevention programmes to encourage young people to get a more natural high and avoid drugs and alcohol. Congratulations to everyone who took part and best of luck to all of the schools representing Highland in the national final.”

PERSONALITY DISORDER STUDY

Delight at group’s Highland conference

THE BRITISH and Irish Group for the Study of Personality Disorder (BIGSPD) held their annual conference in Inverness last month.

The event at Kingsmills Hotel featured talks by internationally renowned experts on the latest developments in research and clinical practice for personality disorders.

Dr Timothy Agnew, a consultant psychiatrist and psychotherapist with NHS Highland’s personality disorder service, said: “We were delighted that this year’s BIGSPD conference was held in Inverness. It was a fantastic opportunity to share best practice and provided a platform for us to work together to improve services for personality disorder.”

At the event, senior practitioner award winner, Dr Jackie Craisatti, talked about the highs and lows of the past 15 years’ development in models of care for offenders with personality disorder.
**CONFERENCE**

Legacy event for ‘Being Here’ to highlight recruitment initiatives

NHS Highland is holding a conference to reflect on the legacy of the health board’s involvement in the Scottish Government’s ‘Being Here’ programme next month.

The ‘Being Here’ legacy event will be held in the Centre for Health Science on the Raigmore Hospital campus in Inverness on Thursday 11th May 2017.

The project began in 2013, when NHS Highland was awarded £1.5 million to devise and test innovative ways of recruiting and retaining healthcare professionals, and particularly GPs, in remote and rural areas.

Since the launch of ‘Being Here’, NHS Highland has set up a specific website; worked closely with partner organisations to promote the image of north Highland and Argyll and Bute as a place to live and work; and looked at issues such as accommodation, transport and IT connectivity.

‘NHS Highland’s remote and rural programme manager Martine Scott said: “It has been a very interesting three years which has seen a lot of work undertaken to test innovative ways of delivering healthcare in remote and rural areas in Scotland.”

“Four test areas were selected from across the board’s area: the Small Isles and Acharacle, Mid-Argyll, Kintyre and Islay and we have had independent evaluation into each of the areas by a research team from the University of the Highlands and Islands (UHI).”

“The legacy event provides an opportunity to celebrate and share the learning from the initiative and will feature presentations from NHS Highland chief executive Elaine Mead and the Scottish Government’s minister for mental health, Maureen Watt.

“In addition, the senior lecturer in rural health and wellbeing at UHI, Dr. Sarah-Anne Muñoz, will provide an overview of that evaluation to assess the progress during this project and the director of operations for NHS Highland’s north and west operational unit, Gill McVicar, will provide an insight into how the project has impacted at a local level.”

It is proving to be a popular event, and places are limited. To book a place, email: nhshighland.beinghere@nhs.net

---

**HEALTH VISITORS**

Students recognised at national awards

Two Highland-based health visitors were recognised at a national event this month.

The pair were shortlisted for health visitor student of the year at the Journal of Health Visitors Awards in Birmingham.

Alison Grant and Bethan Murdoch were awarded second and third place respectively for their commitment and dedication to health visiting services.

They qualified as health visitors from the University of Stirling’s Highland campus and have been working as trainee health visitors with the Highland Council and NHS Highland.

The University of Stirling’s health visiting programme director Joanna Smith said: “We are very proud of Alison and Bethan for being recognised for their hard work and dedication.

“They did a fantastic job representing their employers and The University of Stirling at the awards, and we were the only Scottish university in attendance.”

“This achievement also recognises the continuing commitment of practice teachers and health visiting teams in supporting education and practice improvement across all health visiting services in Highland.”
Top civil servant visit

NHS HIGHLAND’S Research Development and Innovation (RD&I) department received a flying visit from the head of the Scottish Government’s Chief Scientists Office last month.

During the visit on 28th March 2017, Ricky Verrall, praised the links forged by the RD&I department for research with local commercial and charitable Third Sector organisations.

Ricky said: “The enthusiasm is infectious. I’ve been struck by the enthusiasm that everyone here has for the work they do.

“The positive partnerships that NHS Highland had built with the commercial and charitable 3rd sectors was impressive.”

Ricky was particularly struck by the Cancer Centre and its work.

“The way the Centre works with 3rd sector charities impressed me, especially the number of people they are able to recruit to do the cancer trials.

Involving people must be very difficult, particularly with what they have to cope with.

NHS HIGHLAND is the first health board in Scotland whose shops and trolleys meet the new Healthcare Retail Standard.

The Scottish Government initiative has been created to set the minimum requirements for healthy food choices in all healthcare settings across the country.

Retailers within NHS Highland settings have achieved the new standard in Raigmore Hospital and New Craigs in Inverness, Lorn and Islands District Hospital in Oban and Caithness General Hospital in Wick.

NHS Highland health promotion specialist Fiona Clarke said: “We are delighted to be the first health board in Scotland to meet the new Healthcare Retail Standard in our hospitals.

“This means that all of the shops and trolleys in our hospitals sell a greater choice of healthier snacks such as fruit bars, nuts and seeds. I want to thank the volunteers at the RVS and League of Friends for their hard work in helping us achieve this.

“Our cafes and restaurants have had the Healthy Living Award Plus for over two years, meaning we offer staff and visitors a greater choice on their meals and snacks within our hospitals.

“NHS Highland actively promotes healthy eating and it’s important that we make the healthy choice the easy choice within our hospitals.”

The Healthcare Retail Standard became a mandatory requirement for all retail suppliers, including NHS-run and external retail leases, within hospital settings from 1st April 2017.

In February 2013, staff in the Paediatric Department were shocked and saddened to lose their colleague and friend Biddy MacBean, secretary to Dr T Reddy, after a short illness.

As Biddy was a keen supporter of the Archie Foundation, it seemed fitting to incorporate a wall art memorial to her (above) at the Children’s Unit.
Thursday 11th May 2017
9.00am – 4.30pm

Being Here legacy event
Centre for Health Science, Inverness

A legacy event to celebrate and share learning from the Being Here initiative. Please book early as places for this event are limited.

The career ladder isn’t the only thing you’ll climb.

Project Aims
Using the four key work streams to establish new ways of working, in order to increase workforce stability, community resilience and data for qualitative/economic evaluation.

Recruitment & Retention
Training & Education
Community Resilience
Research & Evaluation

To book your place, email:
hshhighland.beinghere@nhs.net

NHS Highland
FRASER retires after 43 years service

IT LOOKS like ‘plain sailing’ for Fraser Brunton after he decided to retire from his role as NHS Highland’s director of medical physics & bioengineering last month following 43 years of service with the National Health Service.

Keen sailor Fraser decided to call it a day on Thursday 30th March after spending 26 years of that time working with NHS Highland with the remainder of his service at the Beatson Centre in Glasgow.

At his retirement party in the Raigmore dining room, Fraser said: “I am looking forward to my retirement. It does seem to have taken a while to get me to this point. But I’m now ready to take on a number of future challenges.”

One of the first challenges for Fraser will be a month-long sailing trip around the seas of Greece and Turkey that he has planned for later this summer.

Fraser, who became director of the department in 2006, said: “I plan to do more sailing, more cooking and my wife also has a “to do” list for me.”

Speaking of his time in Raigmore, he said: “It’s been tremendous working for NHS Highland. No two days were ever the same.

And I would not have been able to do my work were it not for the excellent support from all my colleagues and friends here. I am certainly going to miss them.”

This was a sentiment reciprocated by his colleagues who all said he will be missed hugely by wide range of people both locally and nationally for his extensive skills and knowledge, wise counsel, warm approach and professionalism.
HEAD of care services improvement, Janet Spence, retired this month after almost 37 years of service in social work.

Janet - who decided to call it a day on 4th April 2017 - spent almost 25 years working for the Highland Council and then latterly with NHS Highland after the board and the Highland Council decided to adopt the 'lead agency model' approach to integrated health and social care.

NHS Highland become the lead agency for providing health and social care services in the Highland Council area in 2012.

After an informal retirement presentation at NHS Highland's Assynth House headquarters, Janet said she first started working for the council as a social worker in 1980.

"I left social working briefly for just over a year when my son was born," she said, adding, "On my return to work, I started working in social work education and training in 1993. I went away on secondment to what was then the Central Council for Education and Training and Social Work." 

"That was only supposed to be for 18 months, but it lasted 12 years." 

Janet said that while she still lived in Inverness, the central council job was in a UK-wide post.

"I travelled a lot across the UK during that time and was involved in the development of key legislation, university social work training regulations and the development and planning of social work qualification awards.

"I returned to Highland Council in 2005 and joined the council's social work senior management team. I then transferred across to NHS Highland in 2012 as the head of care services improvement."

Speaking about her retirement, Janet said: "I certainly will miss the remarkable people I have worked with over the years. But I will be happy to be able to spend more time with my family, including my two young grandsons."

"My husband retired a year ago and my son is a GP partner in a practice in Strathpeffer. My daughter, meanwhile, is a vet in Glasgow, so I hope to be able to see more of her. I also have two sisters, one of whom lives in Virginia USA, and a brother who lives in Perth, Australia. I'm hoping to be able to visit them. I also plan to take a few holidays this year."

Doreen Brass, MBE, a community nursing team leader based at Tain Health Centre, has decided to call it a day after more than four decades of dedicated service in nursing.

Doreen (64) who was awarded an MBE for her services to healthcare in the 2014 New Year's Honours List, will retire at the end of the month after spending the last 35 years or so as a midwife and community nurse with NHS Highland.

From Edderton in Ross-shire, Doreen originally started her nurse training as an 18 years old before heading to Edinburgh to train in psychiatric nursing. She spent time working in the Royal Edinburgh Hospital, before moving to the capital's Royal Hospital for Sick Children.

A return to the Highlands in 1980 saw a switch to midwifery and a stint in Sutherland before joining her current team in 1991.

Colleague Paula McLane, a district nurse from the Easter Ross Integrated Community team, said: “Doreen will be missed by us all, she has devoted many years to nursing and we wish her all the best in her retirement.”
A ROSS-SHIRE care home received ‘very good grades’ from the Care Inspectorate during a recent unannounced visit.

An inspector from the independent regulator of social care and social work services conducted a spot check on two categories at the Strathburn House Care Home in Gairloch and reported dramatic improvements since the last inspection.

Feedback during the 15th December 2016 visit was so positive, one resident told the inspector that the residential home offered “superb care and support”. The 14-resident purpose-built home located in the heart of Gairloch village achieved ‘very good’ grade 5s in both the Quality of Care & Support and the Quality of Management & Leadership categories.

The previous inspection on 2nd March 2016 saw the home receive ‘good’ grade 4s in both Quality of Care & Support and Quality of Management & Leadership.

Strathburn House manager, Hazel Fraser, said: “It’s fantastic news that we have increased our grades in the two quality themes inspected. It reflects the commitment from the whole team of staff in Strathburn House.”

Kate Earnshaw, NHS Highland’s district manager (Skye, Lochalsh and West Ross), said: “We are delighted with these well deserved results. The care staff at Strathburn House work really hard in maintaining high care standards and ensuring a homely atmosphere.”

There were no recommendations or requirements made as a result of the visit.

MEANWHILE A Sutherland care home also received glowing reports for both its residential and day care services from the Care Inspectorate during a recent unannounced visit.

The Care Inspectorate team fully inspected both the residential care home and the support (day) services at Sinclair Court in Melvich during an unannounced inspection on 20th February.

Feedback for both was very positive as were the grades attained with the improvements made in the support day care particularly commendable, compared to previous reports.

The positive findings echo the comments NHS Highland received last year when it carried out the public consultation on the care homes on the north coast.

On the residential home side, Sinclair House achieved the following grades in the four categories assessed:

- Quality of Care & Support grade 5 – ‘very good’;
- Quality of Environment grade 4 ‘good’;
- Quality of Staffing grade 5 - ‘very good’; and
- Quality of Management & Leadership grade 4 ‘good’.

On the support (Day) services side, the report saw grade 4 ‘good’ scores for all four categories assessed: Care & Support; Environment; Staffing; and Management & Leadership.

Lorraine Coe, NHS Highlands’ Sutherland district manager, said: “I am delighted for the staff team, and to also take this opportunity to thank them for their commitment to providing a high standard of person centred care to those who live in the home and visit Day Care Support Service.”

The Dundee-based inspectorate made one recommendation in the care home report and one requirement and two recommendations in the support (day) care report.
Major changes ahead

The Thin White Duke (aka the late David Bowie) sang about change way back in 1972 – the Librarian was still up to his ears in secondary school study back then. However, the lyrics of the Duke:

![David Bowie](image)

still resonate with the Librarian. He appeared on the NHS Highland scene way back in the days of Project 2000 (anyone remember that?). Scary to think that this initiative is now twenty plus years in the past. In his long tenure one thing that the Librarian has seen is constant change. No two years in the job have been the same. That is one of the reasons why he is still here – he never finds the post boring. 2017 continues this trend with one major change already taking place and another one on the near horizon.

The current change regards the Knowledge Network. Regular users will have noticed that this has undergone yet another transformation (remember the original manifestation – the eLibrary?). As explained in a previous meander the Librarian and his team have made contributions to the development of this national information system and they have a proprietorial: “what are they going to do to it next?” feeling towards it. However, when the new design was revealed on the 27th of March the Librarian was pleasantly surprised. The Librarian is a keen sailor and is not the tidiest of people and one thing that used to surprise him on his yachting jaunts was how everything was designed and worked for neat storage.

The same applies to this latest version of the Knowledge Network. Everything is neatly stowed away, yet accessible.

**N.B.** The Highland Health Sciences Library catalogue has not yet been uploaded into the system (this is planned for later in the year) so please continue to use the Stirling University library catalogue at: [https://tinyurl.com/lsftlq3](https://tinyurl.com/lsftlq3).

Remember, whatever your needs the Highland Health Sciences Library exists to help you. Save time and money. Don't spend more than 10 minutes on a problem you may be having – contact the library instead. To find out more about the library call 01463 255600 (x7600).
A SPECIALLY-DESIGNED ‘open space’ patio at the Lawson Memorial Hospital was officially opened by the Earl and Countess of Cadogan this month.

To be known as the Cadogan Terrace, Lady Cadogan unveiled a plaque on the wall outside the Sutherland hospital’s Cambusavie Unit on Thursday 6th April 2017.

The terrace at the Golspie Hospital was very generously organised and partially funded by the Lawson Cambusavie Memorial Hospital Friends with the majority of the donation from Lord Cadogan and his family.

Work on the terrace by local contractor Douglas Mackay Ltd around the unit began last July. The work was completed in September 2016.

Sadly, an official opening planned for earlier this year was delayed in respect for the death of Gerry Lemkes, a tireless fundraiser for the Cambusavie Unit in her role as chairperson of the Cambusavie Equipment Fund.

Speaking at the event, her husband Carl, said that Gerry would have been delighted. An in-patient at the Cambusavie Unit 15 years ago, ever since Gerry had enthusiastically helped raise money for the Cambusavie Equipment Fund.

Carl said Lord and Lady Cadogan’s generosity and the generous funding by the Lawson Cambusavie Memorial Hospital Friends showed Gerry’s work was continuing at the hospital.

Lorraine Coe, NHS Highland’s Sutherland district manager, said: “This is a fantastic day for us. I, too, would like to thank the wonderful support we have had from the generous donors. The terrace will be a wonderful addition to the facilities we have at the hospital and..."
Lupus Knows No Boundaries

There is no boundary to the impact of lupus. Lupus is a global health problem that affects people of all nationalities, races, ethnicities, genders and ages. Lupus can affect any part of the body in any way at any time, often with unpredictable and life-changing results. While lupus knows no boundaries, knowing all you can about lupus can help control its impact.

Important Facts to Know about Lupus:

- Lupus is a serious and disabling autoimmune disease.
- An estimated 5 million people worldwide have lupus; and it develops more often in women.
- It is not a form of arthritis. Lupus can damage any organ or tissue from the skin or joints to the heart or kidneys.
- Lupus develops in response to factors both inside and outside of the body; however, the exact cause of lupus is not known.
- Symptoms of lupus come and go, change over time, making lupus difficult to diagnose. Common symptoms include joint pain, skin rashes, overwhelming fatigue, and fevers that last for days or weeks.
- Lupus is not contagious. You cannot ‘catch’ lupus from someone else.
- While there is no cure for lupus, in most cases lupus can be managed successfully through early diagnosis and expert medical care.

Learn more at worldlupusday.org

St James House, Eastern Road, Romford, Essex RM1 3NH
Tel: 01708 731251 www.lupusuk.org.uk
Inq. Charity no. 1051610, SC039682
What does your job involve?
At the moment, I currently provide Management Assistant Support to the Deputy Director of Operations and the Clinical Support Division at Raigmore Hospital.

Basically, the main function of my role, is to ensure that the Deputy Director of Operations and the Divisional General Manager for Clinical Support have everything they need in order to carry out their day to day work, and are as organised as possible. I also arrange meetings, provide administrative support to several different groups within the hospital, support the service managers within the Clinical Support Division, co-ordinate complaints responses for the Division and deal with any enquiries that come in.

Describe yourself
Just a legend really (also very modest!).

Do you have any hobbies and interests?
I’m a stand up comedy and music nut, so try to get to as many gigs and shows as possible. I’m teaching myself to play the guitar, although it’s really not going well at all – I’m considering seeking help from a qualified professional! I also love spontaneous day trips

What was the first single you ever bought?
I think it was 911’s cover of More than a Woman. Now that I’ve matured (slightly) I’ve decided I prefer The BeeGees original much more.

What is your favourite food?
My mum makes a cracking roast dinner!

And how about your favourite film?
I love so many! But it’s got to be The Nightmare before Christmas. I watch it every Halloween and Christmas and it never gets old.

And TV programme?
At the moment, I’m hooked on Lucifer, but I love Big Bang Theory.

Finally, what’s your favourite book?
Me Before You by Jojo Moyes – it’s the only book I’ve read so far that’s reduced me to a blubbing mascara stained mess.

If you won £10 million in the lottery, what would you spend it on?
I’d make sure my family were all sorted, give some to charity, buy a nice house, couple of holidays and change the rest into coins so that I could swim in it like Scrooge McDuck.

What about a smaller sum; say £1,000?
Pay to have the dent I recently put in my car (oops!) taken out, and then maybe a holiday to somewhere sunny! If you could have dinner with three people, dead or alive, who they be and what would you cook them?
Freddie Mercury, Prince Harry and Alan Carr, and I’d make them a roast dinner, to my mum’s standard obviously!

What are your pet hates?
I hate rudeness. It doesn’t cost anything to be nice to people, and ‘please’ and ‘thank you’ go a long way.

What are the best and worst things about your job?
It can be very busy and hectic, with lots of things going on at the same time. I can make a plan in the morning, and finish the day not having done much on my plan! I think the best part of the job for me, is the experience and knowledge I’ve gained since I started in post. It’s given me an insight into the range of the different services contained within Raigmore, and also the challenges faced on a daily basis.

Gemma Allan, management assistant at Raigmore Hospital