The NHS Highland board has to make ‘unprecedented’ reductions in costs of around £100 million over the next three years to meet efficiency saving targets.

During the 31st January board meeting, finance director Nick Kenton said that a “more of the same approach” is not going to be sustainable and, therefore, that the current model of care that NHS Highland delivers needs to change, and change urgently.

Both NHS Highland chief executive Elaine Mead and employee director Adam Palmer said that NHS Highland staff and management will have to work hand-in-hand together to help transform healthcare delivery to ensure it is ‘fit for purpose’ in the future.

Aside from financial challenges some of the current models cannot be staffed without significant locum costs and there is an over-reliance on costly hospital and institutional care.

Previously Nick Kenton had outlined that the board needed to reduce costs of around £20 million in 2017/2018. However, this target has now been revised to £50 million. And over the next three financial years from 2017 to 2020 the requirement outlined by the Scottish Government’s draft budget is likely to be in the region of £100 million.

He said: “This is an unprecedented scale of change and it is clear that a ‘more of the same’ approach is not going to deliver a balanced plan and, therefore, the model of care needs to be changed.

“There needs to be a mindset that focuses on delivering maximum value within our total £800 million resources rather than focussing on the margins.

“Although the scale of the challenge is daunting the changes required across NHS Highland are consistent with the Scottish Government’s recently published Health and Social Care Delivery Plan, which builds on the National Clinical Strategy (February 2016) and the move towards realistic medicine as set out in the Chief Medical Officer’s Annual Report for 2014/15.”

NHS Highland chief executive Elaine Mead sent an email to staff recently about the need to fundamentally change the models of care

She said: “More of the same’ is no

Continued on page 3
Midwives begin on-call service

Letters have been sent to expectant mums to update them about changes to the Caithness maternity service.

As of Monday 30th January 2017, midwifery staff based at the Henderson Wing at Caithness General Hospital (CGH) will provide an on-call service from 8pm to 8am.

Explaining how the on-call system will work, NHS Highland’s North & West Operational Unit lead midwife Mary Burnside, said: “This means if someone needs to speak with a midwife between 8pm and 8am they will contact the midwife on duty in the Labour Suite in Raigmore Hospital.

“They will provide advice but if local assessment is required they will contact the local ‘on-call’ midwife and arrange for this to happen at Caithness General in a timely manner.

“The reason for this change is that the number of calls and assessment overnight is very low or nil. By moving to on-call, midwives will be able to provide a better service during the day and therefore make the best use of their skills to provide greater ante natal and post natal care.”

Also from Monday 30th January the consultant obstetricians covering Caithness General will no longer be on-call overnight or available after 5 pm and at weekends.

Instead if the local midwife requires advice when the local obstetrician is not on duty they will contact the duty consultant obstetrician at Raigmore Hospital.

The move is the next step in the transition to move to fully implementing a midwife-led Community Maternity Unit (CMU) by 1st April 2017.

Dr Lucy Caird, consultant obstetrician at Raigmore and interim lead of the North Highland Maternity Service, said: “During the last two months we have tested these new arrangements and they are working as planned.”

The letter comes on the back of a number of broad-ranging health talks in recent weeks involving NHS Highland’s chief executive Elaine Mead, board chair David Alston, local councillors, MSP and MPs, Margaret Davidson, the Highland Council leader, representatives from the Caithness Health Action Team (CHAT), community councils and allied healthcare organisations such as Scottish Ambulance Service.

One result of the talks was an agreement to set up a local working group to strengthen better co-ordination and communication during the transition period and beyond.

As well as a letter, women on the CMU’s caseload were also sent a specially prepared ‘who to contact, when’ sheet that includes all the relevant telephone contact details for ease of reference.

And an updated ‘Caithness Maternity Information Leaflet’ was enclosed which provides more information about the Caithness service and the local midwifery team.

Mary Burnside said: “The team are really keen to work with everyone to ensure their experience of NHS Highland Maternity services is a positive one. We welcome feedback and suggestions at all times.”

For further information and details, or to find out how to become more involved in the ongoing development of the Community Maternity Unit at Caithness General Hospital, contact: Mary Burnside on Tel: 01408 664035.

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Keep us informed

Do you know of something you think should be featured in Highlights? An award, an achievement, a piece of research, an appointment, a retirement … you name it, Highlights has a place for it. Please send your articles to mark.scruton@nhs.net (01463 704876).

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Continued from front

longer an option. While it is true that we have had uplift in our funding in this and previous years, our increasing costs and demands mean that we will need to significantly reshape the way that we deliver services. We have already started this, and I do believe we are well placed to now radically transform our services.

“Our current complex, expensive and often institutional based models of care can no longer deliver the timely high quality of care that we all rightly aspire to provide. Therefore, it is clear that we will need to change, and change quickly to meet the needs of our aging population.

NHS Highland employee director and UNISON representative, Adam Palmer, said while the challenges from these efficiency targets appear formidable they are not insurmountable. He says current employment frameworks in place and a willingness to co-operate on both sides should help enable the necessary changes required.

He said: “We are all becoming aware of the fact that the future is increasingly challenging for NHS Highland. Not only is there is a financial gap to bridge - both as this financial year closes and for next year - but the board also has to deal with the pressing problem of changing demographics in our area and an ageing workforce.”

Meanwhile, Nick Kenton told the board that the baseline uplift in resources for 2017/18 is 1.5 per cent, an increase of £8.7 million on the board’s baseline allocation.

Pace of change to accelerate

The board of NHS Highland approved plans to develop a new single health and social care ‘hub’ facility on the north coast of Sutherland, subject to further work to check the viability of the project.

The move followed a three-month consultation of local residents where almost two thirds of the people surveyed supported the board’s preferred option of a dual ‘residential and nursing care’ facility to be built in the Kyle of Tongue area.

In addition, it is planned that the ‘hub’ will improve the co-ordination of care in the area through the co-location of some healthcare services and staff.

If the further work shows the project is viable, it will mean that NHS Highland would no longer provide residential care home services at Caladh Sona (Talmine near Melness) and Melvich Community Care Unit (Melvich).

During the meeting on Tuesday 31st January 2017, the report authors raised some concerns about staff recruitment and retention and other factors which could affect the hub’s viability.

Gill McVicar, the board’s director of operations north and west operational unit, said: “We need to have confidence that the Kyle of Tongue area can provide a sustainable workforce.

“There is a lot of concern about the viability of staffing anywhere along that north coast, not just for NHS Highland.

“We have been struggling to staff the two homes on the north coast, but we are moving the two homes into one, so it ought to be achievable.

“But we do not want to build the facility and not be able to staff it. So we need to do more work to gather evidence on the viability of the model.”

She acknowledged that more work was also needed to flesh out what else could be located alongside the hub and in the community.

“What we have in mind is to build a home for around 12 residents at the facility, but we would like to further describe what else could be provided.

“For example, we feel we can improve the provision of ‘end of life’ care on the north coast and reduce local residents having to move.

He said: “This excludes a wide range of other allocations such as primary care funding which are allocated separately. This is £1.7 million lower than we had originally planned on; across Scotland, boards had been planning on a 1.8 per cent uplift.”

While NHS Highland has taken significant strides in recent years to implement new models of care to address the increasing demand and a changing workforce, such as redesigns in Badenoch & Strathspey, Skye, Lochalsh and South West Ross, the north coast of Sutherland and Out of Hours, the pace of change has been slow.

At the meeting the board set a clear direction of travel. The real challenge now is how quickly can changes be made in partnership with all stakeholders.

Conditional north coast approval

The board of NHS Highland approved plans to develop a new single health and social care ‘hub’ facility on the north coast of Sutherland, subject to further work to check the viability of the project.

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HELPING TO DELIVER CHANGE

Helping to deliver change

NHS Highland staff and management will have to work hand-in-hand together to help transform healthcare delivery to ensure it is ‘fit for purpose’ in the future.

‘Unprecedented’ cuts of £100 million forecast over the next three years coupled with an aging population means both the board and its employees face considerable challenges.

But NHS Highland employee director and UNISON representative, Adam Palmer, believes while these challenges appear formidable they are not insurmountable. He says current employment frameworks in place and a willingness to co-operate on both sides should help enable the necessary changes required.

He said: “We are all becoming aware of the fact that the future is increasingly challenging for NHS Highland. Not only is there is a financial gap to bridge - both as this financial year closes and for next year - but the board also has to deal with the pressing problem of changing demographics in our area.

“It is clear to me that the pressures from both mean that no amount of money is going to get us out of this position. The only way that this will be achieved is through significantly changing the way we do things now. The bottom line is that our current model of health and care is no longer fit for purpose. We need to design a new model quickly to meet these changing demands.”

Adam stressed that while helping to deliver these changes, it was important to note that there are rights and responsibilities both for staff on the one hand, and NHS Highland on the other.

He said: “We’ve run out of time to cover this, this month, as a full explanation of the processes around these areas needs to be provided. But there are very significant protections and opportunities afforded staff at NHS Highland. For example, through the Organisational Change Policy and the Staff Governance Standard.

“However, with these come expectations that as members of staff we will be reasonable, flexible and outward-looking in terms of taking on new ways of working, or perhaps entirely new roles.

“We definitely know that the amount of change required is not going to happen, or work, unless staff are fully involved. Perhaps for some people this is exciting, and for others it might be a concern, or maybe you are somewhere in the middle.

“Look out for coverage in next month’s ‘Highlights’ for a further exploration of what you can expect from NHS Highland – and what the organisation can expect of you in return.”

BELFORD HOSPITAL

Positive inspection praised

THE HEALTHCARE Environment Inspectorate (HEI) published a very positive report following an unannounced inspection visit to Belford Hospital in Fort William.

The report published in January highlighted a number of areas of good practice within the hospital and has been welcomed by NHS Highland.

Mackay, the board’s rural staff and West Highland, is delighted that the hard work put in by all staff across the hospital has been reflected in the report.

She said: “The inspection team found that the hospital was clean and well maintained and staff were able to show their knowledge on a number of infection control precautions and procedures.

Anne Boyd-Mackay, the board’s rural general hospital manager, commended the hard work and commitment of all staff to achieve such a positive report.

There was only one requirement and one recommendation in the report. Work has already begun on the areas identified.
SOCIAL MEDIA has the potential to be really helpful throughout your career.

Making connections and sharing knowledge with online networks can help you learn, reflect and keep in touch with like-minded people across the NHS and beyond.

Unfortunately the openness and accessibility which makes it so powerful is also what is its potential pitfall if you post the wrong things. Or as social media blogger Jure Klepic, said: “What happens in Vegas stays in Vegas, what happens on Twitter stays on Google forever.”

The good news is there’s an easy rule to remember to help avoid damaging your career and reputation: if you wouldn’t say it in the canteen, i.e. to someone’s face, then don’t post it online.

Top tips on keeping it professional:

- Check the privacy settings on your social media profiles – you may want to have separate personal and professional profiles. However, remember even private, personal profiles can come under scrutiny.
- It is easy for organisations or the media to look through your social media posts – screen shots are easy to take. Google yourself – what do you find? Is the image one that you want colleagues, potential employers and patients to see?
- Always take a moment to think before you post – is it in line with your values and your profession’s reputation? Show respect.
- Never, ever drink and post! Ban the updates when you are drinking.
- Don’t lose your personality but do remember when you join the NHS you are in a public role and have signed a code of conduct with a responsibility to behave in a professional way.

WORK is underway to remove the ability to book retrospective bank shifts for Nursing, Midwifery, Allied Health Professionals and Care at Home.

A retrospective shift is where it is worked as bank but the Integrated Staff Bank Team are not made aware until after the shift has been worked.

Staff in the Integrated Staff Bank carry out critical checks around compliance with Working Time regulations, registration requirements, and appropriate training. Clearly these matters need to be checked in advance to ensure the shift is OK to be worked.

Bank shifts can be booked and recorded at short notice by contacting 01463 706666 (available 24 hours) and the authorisation code noted to ensure prompt payment. Therefore, from 1st March 2017 the Integrated Staff Bank will not process retrospective claims.

Anyone who has been asked to work a shift will always be paid and so in order to manage this change in Practice for a period of one month from 1 February 2017 any retrospective shifts will be required to be escalated for approval.

Going forward, managers have been asked to ensure that they have clear escalation plans in place to manage any exceptions.

If you are unsure about any arrangements for booking shifts at short notice including during out of hours, then contact the Integrated Staff Bank Team on 01463 706666.
Dialysis unit makes ‘a great difference’

A YEAR-LONG evaluation of a community kidney dialysis pilot project in Kintyre has been deemed such a success the development is to be expanded to provide a service for residents across the whole of mid-Argyll.

The idea to introduce the service at Campbeltown Hospital was first mooted in 2014.

At the time Kintyre residents were having difficulties accessing treatment as they had to undergo a six hour round trip to Glasgow three times a week for dialysis.

So an innovative hub and spoke outreach community dialysis unit was set up in the Campbeltown hospital with the support of a specialist team from NHS Greater Glasgow and Clyde.

With the aid of the local Kintyre community and a number of kidney dialysis voluntary groups/charities, funding was agreed for the capital and staff training costs to establish the unit.

And senior managers in Argyll and Bute Health and Social Care Partnership agreed to support the proposal.

They decided to undertake a one year pilot within the hospital and this started in August 2015 when the Kintyre Community Dialysis Unit started treating patients.

An evaluation of the pilot was carried out in Autumn 2016. This evaluation assessed a number of key areas including: demand; accessibility; sustainability of staffing; clinical outcomes for patients; and financial implications.

The evaluation demonstrated that the unit has operated successfully and safely and met clinical outcomes and patient needs. It also significantly reduced the travelling required for dialysis as well as improving the health and wellbeing of patients.

As a result of this successful evaluation, Argyll and Bute HSCP approved the continuation of the dialysis service in Kintyre and agreed to expand the catchment area to residents within the Mid Argyll locality.

The HSCP also agreed to a scoping exercise to look at the viability of a dialysis unit on Bute where there is also a significant local need for a service.

Kristin Gillies, Senior Service Planning Manager for the HSCP, said: “I am delighted that the evaluation of the Kintyre Community Dialysis Unit highlighted the success of the project and that it has made a great difference to the quality of life of patients accessing the service.

“They no longer have to travel to Glasgow three times a week and accessing dialysis services locally has also had a positive effect on their health and wellbeing.

“I would also like to put on record my thanks to the local community in Kintyre for their financial support. The staff working in the unit have also been extremely dedicated, especially the five nurses who spent months in Glasgow training as dialysis nurses, and the support from NHS Greater Glasgow and Clyde has also been excellent.

“The decision by the HSCP to continue to provide the service in Kintyre is very welcome as is their agreement to expand the catchment area for the Kintyre service to patients living in the Mid Argyll area.”

She added that the HSCP has also agreed to look at the expansion of dialysis services in other areas where there is a local need.

She said: “We will, therefore, be starting a scoping exercise on Bute to look at the viability of a Dialysis Unit on the island and I recently met with representatives from the Bute Kidney Patients Support Group to discuss this further.

“This whole project has proved that with the support of the community and experienced dedicated staff we can make a real difference to the lives of people within Argyll and Bute.”

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**ANNOUNCEMENTS**

Uniform laundry service restricted

A NUMBER of Facilities Services Reviews are underway and are at various stages within NHSScotland.

However, this has proven to be a slow process and there is a need to make service change much more quickly.

Therefore, the Chief Executive’s Group has agreed a programme where all health boards must accelerate specific objectives.

One of the programmes being accelerated is the national move to restrict the laundering of staff uniforms to infectious uniforms (i.e. uniforms which have been contaminated by body fluids) and scrub suits alone. Several health boards across Scotland implemented this restriction some time ago.

Now the Highland Partnership Forum has agreed to align NHS Highland with the national policy and the laundering of uniforms across all services will be phased out from 31 January 2017.

It is recognised that for various reasons staff may not be able to make alternative arrangements by that date and therefore in these cases the existing laundry service will cease completely from 1st March 2017.

With the exception of any infectious uniform, staff should therefore make arrangements to launder uniforms at home according to the instructions found at Section 3.2: home laundering of uniforms of this [CEL](http://example.com).

Infectious uniforms must continue to be sent to the laundry in red soluble alginate bags, inside a clear plastic bag and placed in a red linen bag, just as at present.

Also the Highland Health Board Policy continues to be that – with the obvious exception of staff working in the community - staff should not wear uniforms whilst travelling to and from work.

Staff may be able to claim tax relief on the cost of laundering uniforms. Please see the following [link](http://example.com).

Any questions? Call Alistair Wilson, professional lead for Facilities, on 01463 704359 or Morag Drew, assistant facilities support manager, 01463 705417.
Hayley Duncan: Mental health practitioner with the newly-established supporting self management service

NHS Highland runs a series of articles for local media which puts the spotlight on people who work in healthcare across our area. Answering the questions this month is Hayley Duncan.

Q. What is the supporting self management service?
A. We’re a new service based at New Craigs Hospital in Inverness that delivers short, time-limited interventions for people with any mental health diagnosis. We deliver four skills-based groups over a two-week period that are focused on learning and developing life and self-management skills such as activities of daily living, the Stress Response. There is also a range of ‘Decider’ skills designed to equip people with skills to lead a less impulsive life. Individuals who use the service will also create a self-management plan, including a crisis plan to use in times of future distress.

Q. What is your background?
A. I completed my mental health nursing training at the University of Stirling’s Stirling campus three years ago. I have spent two-and-a-half years working in acute mental health wards at New Craigs and six months in this service.

Q. Why did you decide to become a mental health nurse?
A. I initially studied psychology at Strathclyde University in Glasgow, however I realised that I prefer a much more hands-on style of working. I had briefly worked in a social care setting for those with mental health problems and decided this was the route I wanted to take.

Q. What is your favourite part of mental health nursing?
A. Talking to people. My role enables me to provide empathy and emotional support for someone when they’re opening up their deepest feelings and thoughts to me. It’s a privileged position to be in.

Q. Is there still a stigma attached to mental health?
A. I would say that there is a huge stigma attached to people who have mental ill-health. I think that we need to educate people on the issues and raise awareness of mental health.

We need to change the culture in relation to mental health and one of the best ways of doing that is through education. I think there should be a dedicated programme rolled-out through schools to teach youngsters that mental ill-health can happen to anyone and that there is support available.

Q. What attracted you to work in the supporting self management service?
A. The job was advertised internally and I was looking for a new challenge. I felt that I had achieved all the goals I had set myself before I started working in a ward, and I wanted to try something new. This job allows me to be autonomous and creative. It’s a very exciting opportunity to develop a service that can be a real benefit to patients and their families.

Q. Is there such a thing as a typical working week for you?
A. I wouldn’t say so because the job has so many roles within it, as well as the self-management service we dip into the personality disorder service I spend a lot of time working with different groups as well as handling referrals, team meetings and completing training and development. I love the variety this job provides as it contributes to my professional development and it provides various opportunities to learn.

Q. What is the long-term aim for the service?
A. We have made a very positive start to the service, with great feedback from patients and colleagues. We want to keep building that momentum and gain more referrals to the service and roll-out training to staff across Highland.

Q. How do you relax away from your work?
A. I love going for walks, photography and spending time with family and friends.

Q. Describe your role in three words...
A. Rewarding, challenging and stimulating.
TEMPORARY WARD MOVE

THE CRITICAL care upgrade at Raigmore Hospital took a step forward in January as Ward 1A, which cares for daycase patients and is also the common admission lounge, was moved temporarily to the ground floor.

This move will now allow work to start on the first floor to move the intensive care and surgical high dependency units into the vacated area at the end of 2017.

Approval and funding to upgrade the hospitals critical care service was given by the Scottish Government in March last year with an investment of £28 million.

Doreen Bell, clinical advisor for the tower block upgrade explained that work on the first floor will see the start of critical care services coming together.

She said: “Ward 1A will be housed in Ward GC for approximately 28 months allowing work to start on the first floor as we look to upgrade our critical care services. Work on the first floor will take about 10 months.

“The upgrade will bring all critical care services, which includes the Acute Medical Assessment Unit, the Intensive Care Unit, Surgical High Dependency Unit, Cardiac Care Unit, Cardiology and Theatre suite, together over two floors.

“The operating theatres at the hospital will be refurbished and an additional theatre will be added to bring the total number of theatres in the suite to 10, seven of which will be equipped with specialist laminar air flow, ensuring the air within the theatre environment is at the cleanest possible standard.”

Katherine Sutton, deputy director of operations for Raigmore Hospital, said: “Having critical care services over the two floors will not only allow best use of space and staff but it will also improve patient flow in the hospital and the privacy and dignity of our patients.

“This work and investment will greatly improve the facilities and also provide an opportunity to co-locate wards and ensure that first-class health care can be delivered in modern facilities for years to come.”

MID ARGYLL COMMUNITY HOSPITAL

WORK PLANS ON SCHEDULE

PLANS TO temporarily move the in-patient mental health services from Argyll and Bute Hospital in Lochgilphead to the Mid Argyll Community Hospital and Integrated Care Centre in Lochgilphead are on schedule, Highlights reports.

The Argyll and Bute Health and Social Care Partnership (HSCP) anticipates that the building improvement work to relocate the services to the ground floor of the Mid Argyll will be completed by the end of March 2017.

The HSCP recently held a series of drop-in events to provide the public with an opportunity to view the plans for the Mid Argyll hospital unit and discuss the move with representatives from the Mental Health service.

Donald Watt, mental health manager, thanked everyone who attended the events and he hoped they found the events informative and that they took the opportunity to discuss the plans for mental health services with HSCP representatives who were present.

He added that representatives were also continuing to work closely with other agencies including Argyll and Bute Council, Police Scotland and Scottish Ambulance Service and that this multi agency approach will continue as the services across Argyll and Bute are developed.

Once the building works are completed by March, the HSCP will then be able to provide the service within a facility that is more suitable for the needs of patients.

“Having critical care services over the two floors will not only allow best use of space and staff but it will also improve patient flow in the hospital and the privacy and dignity of our patients.”

ARGYLL AND BUTE

INVESTMENT IN SERVICES

ALMOST £2 million was invested in Argyll and Bute Health and Social Care Partnership last year in order to transform its services.

The Integrated Care Fund (ICF) is a source of three-year funding (2015-2018) provided by the Scottish Government to help HSCP’s support investment in integrated services.

The key purpose of the ICF is to act as a catalyst for transforming health and social care services through focusing on anticipation, prevention and early intervention and maintaining people’s health and well being.

The HSCP received £1.84 million of ICF in the first year (2015/16). Of this, £1.04 million was directed to health and social care services across Argyll and Bute.

The HSCP wide funding continues for 2016/17 and supports a range of exciting work such as:

- Management and prevention of falls - preventing people ending up in hospital
- Self management - assisting and empowering patients to manage their condition
- Reablement - helping people to regain the ability to look after themselves.
- Integrated Equipment Store/Care and Repair Team - enhancing the scale and range of equipment and response time to support people in their own homes and facilitate safe discharge from hospital.

The remaining £800,000 was devoted directly to local communities across Argyll and Bute. This local funding was allocated using the Scottish Government’s NRAC (National Resource Allocation Committee) formula which takes account of factors like demographics and rurality.

The following allocations were approved by the HSCP:

- Bute and Cowal £220,832
- Helensburgh and Lomond £196,066
- Mid Argyll, Kintyre & Islay £200,754
- Oban, Lorn & the Islands £182,348

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Antibiotic Awareness

Schools win poster design competition

As part of European Antibiotic Awareness Day (18 November) primary and secondary school pupils across Highland were asked to design a poster highlighting the theme of stopping antibiotic resistance.

Just under 60 posters were entered with winners being chosen from both primary and secondary school entries. The winning schools - Balloch Primary and Dingwall Academy - were visited by members of NHS Highland's antimicrobial management team to present them with their prizes.

Dingwall Academy teacher, Sarah Canham, said: “The pupils thoroughly enjoyed learning about antibiotics in more depth and learnt a great deal about the importance of taking them cautiously.”

Jacqueline Kennedy, from Balloch Primary School said the pupils certainly enjoyed entering the competition with some of the comments including “It was very interesting learning about antibiotics because before I didn’t know very much about them”; “I found doing the competition very exciting and I know a lot more about antibiotics now”; and “I liked doing the poster competition because I know what antibiotics are used for”.

Local GP surgeries close to each school are now displaying the winning posters for the winter period when antibiotic use is highest.

Throughout the board, NHS Highland staff were encouraged to sign up as antibiotic guardians through a link on the intranet home page and the October Public Health newsletter.

The Royal College of General Practitioners (RCGP) ran a lunchtime webinar series on targeting appropriate antibiotic use throughout November and December.

The series promoted ways of addressing patient expectation and this resource was shared with medical and dental practices as a useful review before the winter cold and ‘flu season.

Weight workshops

NHS Highland’s health improvement team is to run three workshops over the next couple of months offering weight management training.

These workshops will be jointly run by Dr Lucy Aphramor, an internationally recognised dietitian.

The first workshop called 'Introduction to Healthy Weight: adults', will be held on 23rd February 2017 at the Scottish Natural Heritage office in Inverness.

The second workshop, ‘Intuitive Eating’, will be held on 24th February 2017, again at the Scottish Natural Heritage, Inverness.

The third and final workshop, ‘Introduction to Healthy Weight: children and families’, will be held at the Culloden/Balloch Baptist Church Inverness on 24th March 2017.

All the workshops run from 9.30 am to 4.30 pm.

For further information, contact: fiona.clarke3@nhs.net on 01463 704 905 or valerie.macdonald1@nhs.net on 01463 704 875.

Reviewer sessions

Training sessions are being provided for managers and reviewers for the Knowledge and Skill Framework (KSF) and Personal Development Plans and Review (PDP&R) process next month.

There is no need to book to attend but the location and start times are as follows:

Tuesday 7th February, 10:30 to 11:30 at the Centre for Health Sciences (CHS), Meeting Room 2 (N109) and from 14:30 to 15:30 in the same room.

Wednesday 8th February, 10:30 to 11:30 at the CHS, Seminar Room 3A (W010) and Friday 10th February, 10:30 to 11:30 at CHS, Seminar Room 2 (W005).

If you are unable to attend but require information or guidance, then contact Iain MacDiarmid, learning & development advisor, Tel: 01463 706 721 email: iain.macdiarmid@nhs.net or Paul Simmons, learning & development facilitator, Tel: 01463 706 885 email: paulsimmons@nhs.net.
Conference date

NHS HIGHLAND staff are being encouraged to “save the date” for the second annual Veterans First Point Scotland conference later this year.

Veterans First Point is a service designed by veterans to meet the needs of veterans. It is based on the expressed needs from veterans to have more coordinated, credible and accessible services for ex-service personnel.

The model has been developed and implemented in eight health board areas across Scotland, including in Highland.

The event is being held in Edinburgh Napier University on Thursday, 11th May 2017 to celebrate this network of Veteran First Point services for veterans and their families in Scotland.

Sarah Muir, NHS Highland’s Veterans First Point project lead, said: “At this stage we would ask all potential delegates to mark the dates in their diaries. We will contact you again in early February when the applications for attendees open.”

To find out more about the type of services that Veterans First Point provide visit www.veteransfirstpoint.org.uk.

One day course

A FREE one day course on ‘Working with Groups to Promote Health’ is planned on 7th March 0930 am - 1630 pm at the Merkinch Community Centre in Inverness.

The course aims to provide participants with the basic knowledge and skills to work effectively with groups.

The course will be useful for anyone wishing to use active learning methods to promote health.

To book a place complete the form at the link below and return to the course administrator. Places will be confirmed as soon as possible upon receipt of application forms.


A MONTHLY Lucky Number Draw for Campbeltown Health & Social Care Partnership Staff has started recently.

As part of the monthly draw, the winner chooses a local cause of their choice to donate £50 towards.

The first draw was on the 1st November and the first winner was Marjorie Leighton, who chose Shopper-Aide - a help service for older people in Kintyre - for the £50 donation.

The 2nd draw winner was John Matheson, who chose the Men’s Shed for the £50 donation.

Meanwhile, staff, pictured above, were busy raising funds for charity over the festive period. They entered a float in the Christmas Lights Switch-On Parade on 28th November and collected £204.89 for the town’s Christmas Lights Group.

And some staff, pictured below, put on their Christmas Jumpers/T-Shirts on 16th December for Christmas Jumper Day 2016 and raised £170.00 for the charity Save the Children.

Hospital staff dig deep for charities over Christmas
Rural projects encourage students

FOUR 3rd year medical students have completed the first-ever individual projects as part of the Medical Humanities portion of their studies.

Medical Humanities gives students a different perspective on medicine, taking them away from the scientific angle and exposing them to aspects of their chosen career which they may not have previously considered.

Professor Steve Leslie, consultant cardiologist for NHS Highland and associate director of research has a remit to support junior doctor and medical student research in NHS Highland.

He explained that students are encouraged to reflect on the processes of teaching and learning and to understand the experiences of medicine, health, sickness and disability from different perspectives.

He said: “At the end of last year four of our Medical Humanities students completed project work.

The group looked at a number of topics including 'The impact of the Inverness Men's Shed'; ‘The rise and fall of hospital beds in Highland’; “Risk taking behaviour in mountain users’; and ‘The origin and development of the hospitals of Lewis’.

“I am very impressed with the work they presented which showed their dedication and hard work. All of the students found their time here enjoyable and useful. My hope is that more students will return encouraging more senior medical students and doctors to choose the Highlands as a place to study and work.”

Emma Foster, a third year medical student based in Aberdeen, said: “Undertaking my humanities project in Inverness gave me the perfect opportunity to get a true flavour of remote and rural healthcare and reminded me of some of the reasons why I wanted to pursue a career in medicine in the first place.

“All of the professionals I encountered were so encouraging and passionate about providing us with the best learning experience possible and were clearly very dedicated to both clinical and academic medicine. I have been so inspired by them that I am intending to return to Inverness to carry out my intercalated degree”.

If anyone is interested in supporting research in junior staff in NHS Highland, contact Professor Steve Leslie on stephen.leslie@nhs.net.

Decider health training brings benefits

MENTAL HEALTH professionals from across NHS Highland attended specialist training designed to support people to manage their emotions and overall health more effectively recently.

The ‘Decider’ skills training package was developed by Guernsey-based cognitive behavioural therapists to improve communication about emotions and self-management between patients, family and staff.

NHS Highland’s consultant psychiatrist and psychotherapist, Dr Tim Agnew, said: “The ‘Decider’ skills can be used for patients with a range of mental health issues, but is also useful as a means of helping everyone enhance their emotion management and health management skills to promote good mental health for everyone.”

Developed by cognitive behavioural therapists Michelle Ayres and Carol Vivyan, it compromises a set of 32 skills drawn from standard cognitive behavioural therapy and third wave cognitive behavioural therapies.

The two trainers spent a week in Inverness with over 250 enthusiastic staff and services user volunteers from across the health board’s mental health services and independent and third sector partner organisations.

Dr Agnew said: “As well as teaching practitioners how to train patients to manage their emotions and health, the ‘Decider’ training provides a way of communicating about emotions and self-management between patients, their families and health professionals.”

NHS Highland’s community mental health services manager Michael Perera said: “We were delighted to welcome the trainers to NHS Highland, and the staff who attended gained a lot from the week.

“This opportunity will lead to unprecedented improvements in patient outcomes, staff motivation, service cohesion and the patients we care for in the mental health services.

“A number of services have already embedded the ‘Decider’ skills package into their working practice, and we have already seen the positive effect this method of working has on both staff and patients.”
WIN A £50 VOUCHER AND A PRIZE FOR YOUR SCHOOL/YOUTH GROUP

The Highland Child Protection Committee (CPC) is a group of people who work together to try and make sure that every child in Highland is safe. This includes the Police, Social Work, Health and Education along with partners who work in our local communities.

We are looking for a new logo that helps people understand what the Child Protection Committee does. Most importantly, we’d like a logo that has been designed by a young person and that other young people would relate to.

Who can enter?

 Anyone under 18 living in Highland can enter the competition and entries will be considered in each of the following age groups:

- 8 and under
- 9-14 years
- 15-18 years

The overall winner will be decided by a panel and will receive a £50 voucher and a prize for their school or youth group. The two Runners up will receive a £25 gift voucher.

Now for the rules......

The logo should be simple and easy to reproduce, and reflect the key aims of the Committee.

- Must have the words Highland Child Protection Committee in it
- You can use up to 4 colours
- 1 entry per person maximum
- Only entries received on or before 17th February 2017 will be considered

Entries should be submitted electronically to CP.Training@highland.gov.uk or by post on an A4 sheet to Highland Child Protection Committee, Kinmylies Building, Leachkin Road, Inverness, IV3 8NN. Don’t forget to include your name, age and school. Please note, final designs may have to be adjusted slightly for reproduction purposes. Good Luck!
Embrace your inner child with yoga

EVERYONE HAS heard the phrase “laughter is the best medicine”, and an NHS Highland social worker wants to put that theory to the test.

Natalie Thomson, a social worker based at the Corbett Centre in Inverness, is holding a series of Laughter Yoga classes, which encourage participants to embrace their inner child and reap the physical and mental health benefits.

She said: “As children, we laugh unconditionally throughout the day, however we don’t do that as adults.

“The core idea behind Laughter Yoga is that 10 minutes of prolonged laughter will provide wide-ranging health benefits including reduced stress levels, building resilience and improving our mood.

“The session involves exercises such as forced laughter and breathing, as our body doesn’t know the difference between forced and real laughter. We also have a period of peaceful, guided meditation and exercises to increase energy levels and activate pressure points in your body.”

The Laughter Yoga movement began in India in the 1990s and has spread across the world. Dr Madan Kataria, also known as the “laughter guru”, created a process designed to trigger spontaneous, real laughter.

Ms Thomson said: “Real laughter is contagious, and laughter yoga is all about creating social interactions with those around us. I completed my training to lead laughter yoga sessions, and part of the training is to give back to the community.

The free hour-long Laughter Yoga sessions will be held in the Corbett Centre in Inverness on Monday, 6th February at 7pm and Wednesday, 22nd February at 6pm.

‘Eye opening’ experience for Leah

A THIRD YEAR occupational therapy student has seen the world from a service user’s perspective after she was asked to complete a number of tasks whilst using a self-propelled wheelchair.

Leah Hill, a student at Robert Gordon University, was accompanied by an occupational therapy assistant (OTA) during the task and explains that it has certainly opened her eyes.

She said: “While in the wheelchair I had to do a number of things including getting a bus into town; buying a first class stamp, gather information from the tourist information centre regarding bed and breakfast facilities within Inverness as well as going to a cafe and having a drink.

“I felt like a burden when travelling by bus as the driver appeared reluctant to take the ramp out to allow me to get on, it made me feel like my needs did not matter.

“If this is what wheelchair users go through on a daily basis it could put people off going out into the community.”

“It has also opened my eyes into how wheelchair users could feel ignored in social circumstances. When buying a stamp I felt extremely ostracised and was shocked when the shop assistant did not even acknowledge that I was in front of her and instead spoke to my companion.

“I also felt that many people were staring at me as I was self-propelling in the chair. Some people did smile and move out of my way while others just stared. It was very off putting.”

Leah added: “I feel fortunate enough that I was given this opportunity to view the perspective of a wheelchair user’s point of view. It was an eye opening experience and has dramatically increased my empathy for wheelchair users. I now have a better understanding of the difficulties they can face which will help me in my future career.”

Mary Scoular, occupational therapist for NHS Highland, said: “We encourage all third and fourth year students, as well as new staff to experience what it is like to be a wheelchair user. Many of them have certainly found it to be an eye opener.”
A Sutherland support service based at the Brora ‘Hub’ received very high grades in a report following an unannounced visit by the Care Inspectorate, the organisation that monitors care service standards.

The Beachview Lodge support service, located within the Hub, received grades of five – meaning ‘very good’ – in all four of the inspection’s categories during the visit conducted on 15th November 2016.

The NHS Highland-run service for up to 20 adults with learning difficulties impressed inspectors in four categories: quality of care and support; quality of environment; quality of staffing; and quality of management and leadership.

Lorraine Coe, NHS Highland’s district manager for Sutherland, said: “These are fantastic results for a great support service. When it was last inspected in July 2015, the service achieved one ‘good’ (grade 4) and three ‘adequates’ (grade 3s).”

The report states that the service has undergone a remarkable transformation in recent times and was adopting a village hub concept to offer a wide range of service not just to people with learning disabilities, but also other people in the community who could benefit from the facilities and activities on offer at Beachview Lodge. It said it was “especially impressed with the inter-generational work being done to include children in the life of the service and those people who use it. We strongly believe the innovative Beachview Lodge support service ‘village hub’ could act as an exemplar for other care providers.”

Support Service’s manager Lindsey Tennent, said: “We are all delighted with the Care Inspectorate’s findings, which reflect the dedication and commitment of all our staff. And we are also pleased that our partners’ ‘Engaging with Activity’ have been highlighted in their report for their fantastic work in making the Brora hub initiative such a success.”

The report made just one recommendation for an upgrade of one of the toilet areas.

MALCOLM flies out to help refugees

SUTHERLAND DENTIST Malcolm Hamilton plans to fly to northern Greece for five days to provide emergency dental care in refugee camps in the area.

Malcolm, senior dental officer based at Golspie Special Care Dental Unit, explained that in the past he had given money to support those helping in the refugee camps but felt that he wanted to do more.

Travelling as part of a group with UK charity Dentaid, he said: “I feel I have a particular skill set that will be useful and it gives me the opportunity to give my time and energy rather than finance.

“There are about 15,000 refugees spread across 12 different camps. One camp has a dental clinic store and then we will travel to the other camps where we will set up a mobile clinic. These are refugees from the war in Syria who are used to having good dentistry and now they have nothing. We’ll be doing mainly extractions and where possible simple basic treatments such as pain relief and simple fillings.”

Malcolm added that the trip is self funded and he has already done some fundraising to cover the £500 it will cost for flights and accommodation.

He said: “I’ve been able to fund this trip but I’ve not ruled out going back.

“I’ll have a better idea when I’m out there as I have heard some of it can be quite harrowing but if I do not go back any excess funding will be given to the charity Dentaid so they can continue their work.”

If you’d like to know more about Malcolm’s trip or to donate to the fund then visit https://www.justgiving.com/crowdfunding/Highland-dentist-to-greece
MARY MORTON will retire from the post of Head of Community Pharmaceutical Services, NHS Highland next month (February).

Mary joined the then Highland Primary Care NHS Trust in February 2000, before that she was a community pharmacist providing prescribing support to one of the Inverness GP practices.

Starting as a pharmacist prescribing adviser for the trust she achieved a Diploma in Prescribing Sciences in December 2001. Her thesis for the Diploma was a pilot study into prescribing for patients in residential care homes.

In 2004, Mary became acting chief pharmacist for Primary Care and then in 2006, following the establishment of NHS Highland, she was appointed head of community pharmaceutical services. During her time in this post Mary has overseen a revolutionary change in the NHS contract with community pharmacies.

She was one of the original members of the Highland Formulary Sub Group which was instrumental in producing the first Highland Joint Formulary in 2004. Mary has retained a keen interest in medicines safety throughout her career and took on the role of professional secretary to the Medicines Safety subgroup of the Area Drug and Therapeutics Committee in 2008.

Outwith work, Mary married her long time partner Andy Sked in 2003. She became a grandmother in 2016 and she is looking forward to spending more time with all her family after retiring.

Friends and colleagues within pharmacy and in the wider NHS, in Highland and beyond, will greatly miss Mary’s breadth of knowledge, skills and open manner and we wish her well in the future.

COMINGS & GOINGS

NHS HIGHLAND has joined forces with UK charity Sustrans to appoint two active travel engagement officers. Sheila Wickens and Lizbeth Collie will be based in Inverness and work with the health board for one year to inform NHS Highland’s active travel policies and encourage staff to make a behaviour changes in commuting and business travel.

NHS Highland’s health promotion specialist Dan Jenkins said: “The health and wellbeing of our staff is of the utmost priority to NHS Highland, and we have been encouraging staff to think about how they might commute to work, and between meetings.

“The appointment of Sheila and Lizbeth really strengthens our commitment to support staff to be as healthy as they can be.

“They bring with them a wealth of experience in active travel and will play a key role in informing NHS Highland policies on how we can support staff to make healthier lifestyle choices, and reduce our carbon footprint.”

Sustrans is a leading UK charity enabling people to travel by foot, bike or public transport for more of the journeys they make every day.

Sheila Wickens said: “I’m delighted to be joining at what is an exciting time for the health board.

“NHS Highland has been forward thinking in their approach to active travel, and I look forward to working with the board to help staff to make more sustainable and healthy travel choices.”

Lizbeth Collie said: “It’s important that we provide staff with the skills and knowledge to make active travel a part of their life, and I’m looking forward to the challenge of doing so.

“We want to empower staff to support each other to think about different ways of commuting to work and meetings, and we want to open a dialogue with those who already cycle, walk or use public transport for business travel or commuting to become Active Travel champions and support their colleagues to change their choices.”

Lizbeth Collie (left) and Sheila Wickens are the board’s first active travel engagement officers.
Transfer sees start of redesign plans

The first of a number of planned changes to support the redesign of health and social care in Badenoch and Strathspey is set to take place by the end of March 2017.

And it could be that the older adult specialist mental health services, currently provided in the Lynwilg ward at St Vincent’s Hospital, Kingussie, will transfer to New Craigs Psychiatric Hospital in Inverness even earlier.

There are currently only three patients in the unit and NHS Highland has already confirmed that no more patients will be admitted.

The transfer is happening slightly earlier than originally planned partly because of difficulties staffing the unit.

Dr Boyd Peters, associate medical director for mental health and clinical lead for the redesign of service across Badenoch and Strathspey said: “The older adult specialist mental health beds will transfer to the acute mental health unit at New Craigs Psychiatric Hospital in Inverness at the end of March.

“Over the last 12 months audits have shown that half of the patients who have been admitted are not local and the transfer to Inverness will improve quality of care and access for more people. The benefits include 24/7 access to specialist staff and services.”

The changes required in New Craigs to accommodate the transfer will be complete shortly and this will allow the move to take place.

He said: “A plan for each of the patients has been agreed and discussed with families. I am confident that alternative arrangements will be in place before the end of March, or sooner if possible.”

NHS Highland confirmed that no staff will be made redundant and will be offered various immediate choices such as to work in new community posts funded from the redesigned older adult service or in the new hospital once it opens.

The move is just one of a number of updates NHS Highland announced this week on the work being progressed to support the redesign.

For instance, future catering arrangements for the new hospital will either be an onsite production kitchen or a cook-freeze facility.

There are advantages in both options and considerations will be around which service offer best quality and choice as well as sustainability in terms of staffing.

In addition, a working group has been set up to plan for the future of the Teresa J Burall Legacy after St Vincent’s Hospital closes.

The group will include local community representatives and staff, as well as a trustee of the NHS Highland Endowment Committee.

If anyone is interested in finding out more or being involved in the any of the working groups, contact Maimie.thompson@nhs.net 01463 704722 or NHS Highland, Assynt House, Beechwood Park, Inverness, IV2 3BV

‘Pause’ helps highlight feedback

THE ‘PAUSE’ in the Struan and Cowal Community redesign plans announced last November has provided the board with some constructive feedback, Highlights reports.

Argyll and Bute Health and Social Care Partnership (HSCP) is now well into the period of involvement and engagement in relation to the Struan and Cowal Community Redesign.

A number of events have already been held for local communities to come along and find out more about the proposals.

And the HSCP has also been encouraging people to share their views to help with the redesign and the improvement of local services so they are fit for the future.

The HSCP has already received feedback from the local community which has highlighted that the public would like:

- To see more promotion of good health and well being and support to maintain independence at home for as long as possible
- To see improved services for people with mental ill health, in particular people with a diagnosis of dementia
- More support for carers including respite care
- More done to tackle loneliness
- More provision of day care services

There has also been very positive feedback on the range of services provided by Befrienders and Crossroads and the public would like to see these services expanded.

Allen Stevenson, head of adult services (East) for the HSCP, said that the HSCP was only part of the way through the engagement period.

He thanked everyone who has provided feedback so far and encouraged as many people as possible to take part as their views and feedback were extremely important and would greatly assist in the development of services so they are fit for the future.

The engagement period runs until the end of February and provides local staff and communities across Cowal with the opportunity to share their views on the proposed changes to local services.

The results of the community and staff feedback will assist the HSCP as it looks forward to how health and social care services might be organised in the future for the Cowal. The feedback report will also be publicly available at the end of the engagement process.
THE CONSULTANT rotation from Raigmore Hospital in Inverness to Caithness General Hospital in Wick has now been running for a year.

Here, two of our consultants tell of how they have found this new way of working during that time.

Dr Grant Franklin is a consultant physician who, along with three of his colleagues, takes part in a one in four rotation to Wick, 52 weeks of the year.

Dr Franklin said: “Caithness may be over 100 miles way from our base but we are NHS Highland consultants and our duty of care is to everyone in Highland.”

“Being solely based in Wick can make you feel separate from Raigmore but we get the full advantage of both, and with our experience and knowledge we know exactly what can be done in Raigmore and what can be done in Caithness General, making very rapid referrals if required. We also have a good idea of when people should stay local or when it is time for them to be transferred to Inverness.”

While locum physicians are still working out of Wick, the feedback is that seeing the same consultant every fourth week is welcomed.

Dr Franklin and his colleagues are in Wick from Monday to Wednesday, including being on-call overnight. They also deal with Caithness-related issues while working in Raigmore.

Dr Franklin explains they work with trainees to ensure training is on a par with elsewhere as well with nursing colleagues to ensure they are supported. Again, feedback has been very positive and he and his colleagues are very keen to develop relationships with the local community and GPs.

He said: “There is a synergy of working with Raigmore and Caithness General. We’re learning things there that we are taking back to Raigmore and there is more interaction between surgical and medical teams in Wick. If I need to refer a patient to a surgeon I can just tell them, as they are in the room with me. Local consultants have played a key part in making that work.

“The rest of the local team have also made it easy for us. It was a bit daunting to try something completely new but we have been welcomed with open arms. It is a very professional small hospital making it easy for us as visiting consultants to get to grips with. It is evident that the nursing staff take pride in the hospital as do the community, even down to the ward names which all mean something locally.

“I do believe that while we still have more work to do, this is a step in the right direction for a sustainable service for the hospital.”

Dr Franklin’s surgical colleagues also visit Caithness General on a rotational basis.

Mr Grant explained that as a group the rotating surgeons share responsibility for the patients with information and handovers from previous visits and they also help support other staff.

He said: “The hospital currently has one permanent surgeon and a locum position. If we weren’t going up there would be a significant shortfall in elective procedures but we’re also learning from the rotation as well.

“It’s combined healthcare with joint medical and surgical specialities and I regularly attend handover meetings which give you an opportunity to interact with the rest of the team. We’re also doing things we weren’t doing before as surgeons at Raigmore and have been involved in working and training with the rural practitioners.

Mr Grant continued: “The hospital always seems busy and the junior staff are also very enthusiastic. The surgical rotation to Wick will continue and has now been worked into our job plan which means any new posts will automatically have that in their role.

“I look forward to my trip up north. The staff are great to work with and always happy to help and the patients we meet do seem genuinely appreciative that we’ve travelled to see them. We want to ensure that patients have optimal care wherever they are and that we’re not transferring patients due to a lack of surgical skills and this has certainly helped.”
Midwife named ‘best in Scotland’

A NHS Highland midwife has been recognised in the Royal College of Midwives (RCM) Annual Midwifery Awards.

Raigmore-based Claire MacPhee was the Emma’s Diary Mums’ Midwife of the Year 2017 for the Scottish region.

Claire said: “I’m extremely touched, however I am very much part of a team all doing the same job in caring and supporting mums throughout their pregnancy, birth and beyond.”

Debbie McDonnell, who nominated Claire for the award, said: “As an older mum, I was more anxious with this pregnancy compared to the previous three. My youngest child was born 18 years old, and at 44-years-old, the pregnancy was regarded a higher risk and involved closer monitoring.

“However, having Claire’s support throughout the journey made me feel respected, empowered and special. She is an angel, the perfect midwife. Claire is an incredibly competent medical professional, but more importantly a lovely person. She was born to do this job and the profession is richer for having her.”

Midwives play such a positive role in so many mum’s lives and the Emma’s Diary Mum’s Midwife of the Year award gives mums the opportunity to express their gratitude and pay a heartfelt tribute to their own special midwife whose kindness and support went above and beyond what was expected of them.

Emma’s Diary, the UK’s essential support resource for mums to be and new parents, and the RCM received a record 747 nominations from mums across the UK, highlighting just how important the midwife’s role is.

All entries were put through a rigorous judging process by a panel of representatives from both the RCM and Emma’s Diary, resulting in seven regional winners.

The RCM’s Annual Awards, now in its 15th year, will be hosted for the third consecutive year by popular news and TV presenter and mother-of-two, Kate Silverton, on 7th March 2017. Claire will join the six other regional winners at a central London awards ceremony, where Claire will collect her trophy and find out who will be awarded the overall national winner.

Cathy Warwick, Chief Executive of the Royal College of Midwives, said: “What is so important about winning this award is that it comes from the mothers that midwives have cared for.

“There is no better indication of the quality of care than that of the mother, so Claire should be hugely proud of this achievement. Claire has gone above and beyond to deliver high quality, woman centred care and I congratulate her for her commitment and dedication and for caring so much about the care she gives.”

(Left to right) Raigmore midwife Claire MacPhee with Debbie McDonnell and baby Finn.

The majority of cylinders will have been used within the last three years and replaced. However, it is likely that there are a number of cylinders throughout the Highlands that have never been used and are therefore going out of date.

So procurement staff are asking that cylinders held at all locations should be checked for an expiry date.

If replacement is needed the following action is required: requests for replacements from locations within Raigmore should be made via Pharmacy stores staff on extension 4486. Hospitals outwith Raigmore should contact Procurement staff on 01463 704285/6.

eHealth event

NHS HIGHLAND plans to hold an ehealth event in February to highlight IT systems Used to improve health care delivery in remote and rural locations.

The event is to be held on Thursday 2nd February afternoon between 2pm to 5pm at the Centre for Health Science on the Raigmore Campus, Inverness.

The event will especially appeal to those involved in the Badenoch and Strathspey and the Skye, Lochalsh and South West Ross service redesigns, but attendance is welcomed from all those involved in health care delivery.

To confirm attendance or WebEx into this event, contact: Mairi Simpson-Taylor, project administrator, NHS Highland. email: mairi.simpson-taylor@nhs.net or telephone: 01463 70674.
REVIEW OF THE YEAR: JANUARY

REMEMBER the storms of last winter? The severe weather of 10th and 11th January 2015 resulted in large-scale power loss throughout Highland. Ultimately, it led to NHS Highland’s estates department’s maintenance team receiving the Highland Quality Award.

THE steering group looking into the redesign of health and adult social care services across the north coast of Sutherland recommended that a single care ‘hub’ facility be built in the area.

THE Scottish Patient Safety Programme changed the way a ward in Raigmore Hospital tackles day-to-day duties, benefiting both patients and staff.

Staff in Ward 7A, a medical ward, believe the programme is the reason why the ward has not had a death from an unexpected cardiac arrest in over a year.

THE Macmillan cancer information and support service which has been rolled out to a number of libraries across Argyll and Bute is going from strength to strength.

The pilot project was set up in Campbeltown and Rothesay by Argyll and Bute Council’s libraries service in 2013, in partnership with Macmillan Cancer Support, NHS Highland and Argyll and Bute Third Sector Interface. Due to its success the service has since been expanded to Helensburgh and Oban, with a new service planned for Dunoon in the spring.

A KEY part of the redesign of health and social care services in Badenoch and Strathspey will begin to take shape with a start to £1 million upgrade work at the Wade Centre in Kingussie.

CAITHNESS Drug and Alcohol Forum is working with people in recovery to organise a community-wide ‘conversation café’ event.

The forum, in partnership with the Scottish Recovery Consortium, the Community Alcohol and Drug Service and Highland Alcohol and Drugs Partnership (HADP), plans to host the event in April.

MEMBERS of NHS Highland’s board were told that work on the new children’s unit at Raigmore Hospital was progressing well, with completion anticipated in March.

Meanwhile, the Full Business Case for the proposed upgrade of critical care services to the hospital will be presented to the Capital Investment Group on 2nd February. Subject to approval, it is hoped that the project would get under way in April, with a completion date of December 2018.

SCOTLAND’S oldest woman passed away in an NHS Highlands care home just before Christmas. Irene (Rene) Chapman, who was 109 when she died on 18th December 2015. Rene, who was born in Twickenham, London, on Saturday 9th June 1906, moved to the 10-bedroomed Telford Centre in September 2012.

ROBERT Gordon University (RGU) has teamed up with NHS Highland to establish a new pharmacy academic research centre in Inverness. Lecturers from RGU’s School of Pharmacy and Life Sciences have worked with colleagues in the Highland capital to create the Highland Pharmacy Education and Research Centre (HPERC).

Based in the Centre for Health Science in Inverness, HPERC was officially opened in November by Professor Rose Marie Parr, chief pharmaceutical officer for the Scottish Government.
STAFF recently went that extra mile and truly shown what patient-centred care is by organising not one but two weddings at hospitals in Highland.

Ward GC at Raigmore Hospital in Inverness and the Newton Wing at Wick’s Town and County Hospital have both been praised for the excellent way in which they both handled requests.

HIGHLIGHTS reported that an event is to be held in the Centre for Health Science on 8th March, to provide an update on ‘Our Voice’, which seeks to improve participation and empower people to be equal partners in their care and in the design and delivery of services.

THREE student nurses from Austria found out about healthcare in Scotland while on a two-week study visit to Inverness.

They said they would leave with one abiding memory: of teamwork between healthcare professionals that they say they don’t often see in Austria.

The third-year students observed care in various wards at Raigmore Hospital and attending classes in the Centre for Health Science.

YASMIN YARRICK will be onstage with Lulu at the Eden Court on Friday 18th March singing with the 15-strong Inverness Military Wives Choir.

NATIONAL Breathing Space Day took place and marked the launch of Scotland’s Year of Listening.

The annual awareness day, which urges people in Scotland to take some ‘breathing space’ to look after their mental wellbeing, was intended to encourage us to take time to listen.

NHS HIGHLAND welcomed a new High-Life Highland scheme which provides respite for carers. A partnership agreement between NHS Highland, Connecting Carers and High-Life Highland has enabled people who care for a loved one for more than 35-hours per week to access leisure facilities in the north of Scotland at affordable prices.

HIGHLIGHTS reported that more than 70 NHS Highland staff recently achieved nationally recognised qualifications.

In total, 71 candidates from health & social care and business & administration departments across Highland attained Scottish Vocation Qualifications (SVQ), Personal Development Awards (PDA) or Institute of Leadership and Management (ILM) development awards.

DUNBAR Hospital has gained a new service as part of a plan to improve patient care and reduce waiting times by streamlining NHS Highland health and social care provision in Thurso.

The West Caithness podiatry service has been relocated from the community health centre on Davidson’s Lane, to new, bigger facilities at the hospital’s out-patient department on Ormlie Road, Thurso.

NHS HIGHLAND staff tested a prototype body-length ‘blanket’ that keeps patients warm during surgery and helps to reduce their chances of infection after an operation.

Called the ‘Cozynorm’, the specially-designed fleece blanket has sealable openings that allow surgical teams access to different parts of the body.

By being able to open and close the blanket over a specific area, the surgical team is able to keep the rest of the patient’s body warm – a crucial element in ensuring that the patients avoid harmful post-operative complications.
HIGHLIGHTS reports that staff were seeing red for a day at Campbeltown Hospital.

To mark Wear Red Day, a campaign organised by the British Heart Foundation, staff at the hospital did just that and raised £168.10 for the charity by doing so. In addition to staff members wearing red clothes, the hospital’s canteen served up appropriately coloured food, such as stuffed red peppers and spicy red lentil soup, as well as heart-shaped empire biscuits.

SIGNS outside four NHS Highland hospitals were changed to address inconsistencies in signage, particularly relating to hospital minor injury units.

Changes are being made to signs at four sites: Dunbar Hospital in Thurso; Ian Charles Hospital in Grantown-on-Spey; Town and County Hospital in Nairn; and Portree Hospital on Skye.

A TURF-CUTTING ceremony to mark the start of an ambitious £500,000 greenspace initiative took place in a move that will transform the grounds of the New Craigs Hospital in Inverness for patients, staff and visitors alike.

THE use of a national patient safety initiative by nursing teams has helped to reduce the incidence of pressure ulcers (bed sores) for patients at NHS Highland hospitals.

Frontline staff on wards in three hospitals across NHS Highland – Caithness General in Wick, County Community Hospital in Invergordon and Lorn and Islands Hospital in Oban – have made a significant impact on bed sore cases by using methods advocated by the Scottish Patient Safety Programme (SPSP).

PEOPLE attending an Inverness drop-in centre have been busy knitting hats and jumpers for newborn babies in Malawi.

Clients at Bruce Gardens, an NHS Highland community mental health service, got their knitting needles out to help the Highland Malawi Trust, a charity based in the Highland capital which helps families in the African nation.

NHS HIGHLAND urged its staff to switch off their lights at home for an hour on 19th March, as part of a demonstration for action on climate change.

The board emailed its employees suggesting that they signed up for Earth Hour 2016 – ‘the world’s biggest annual celebration for our planet’.

At 8.30pm on the 19th, people across the world switched off their lights for Earth Hour. Landmarks such as Inverness Castle and the Forth Bridge were plunged into darkness – and NHS Highland staff were asked to do their bit.

HIGHLIGHTS reports that the integration of health and social care in Argyll and Bute goes live from 1st April.

Christina West, chief officer of the new Argyll and Bute Health and Social Care Partnership (HSCP), said that, while much had been done in relation to the integration, there was still much more to do.

The new HSCP includes all health services, including contracted services (those that are purchased from NHS Greater Glasgow and Clyde), and all adult and children and families social work.

STAFF who had an NHS Highland social media account or network (Twitter, Facebook, blog, etc) used for work purposes were warned that the pre-election period – purdah - for the Scottish Parliament election started on Thursday 24th March. The Scottish Government issued guidelines.
NHS HIGHLAND launched the biggest campaign of its kind the area has seen, targeting loneliness and social isolation.

The campaign, named ‘Reach Out – Make a difference to someone who’s lonely’, will invite residents of and organisations in north Highland and Argyll and Bute to complete a ‘pledge’ form in which they undertake to carry out a task of their choosing to address loneliness.

NHS HIGHLAND’s health visiting team leader at Campbeltown Hospital, Fiona Semple, was congratulated in the House of Commons on her success in a national awards scheme.

Fiona was named the 2016 UK Universal Health Visitor of the Year. And an Early Day Motion in the House of Commons, of which Argyll and Bute MP Brendan O’Hara was primary sponsor, congratulated Fiona on her achievement.

NHS HIGHLAND announced the creation of two new senior clinical roles at its board meeting earlier this month.

Highlights reported that Dr Paul Davidson was to take the new role of associate medical director (primary care/optometry) and Dr Boyd Peters that of associate medical director (mental health).

NHS HIGHLAND is collaborating with a hi-tech company to develop healthcare applications for state-of-the-art ‘smart glasses’.

The smart glasses are effectively a wearable computer with various self-contained mobile apps. Internet connected, they project images onto the lens while allowing the user to function – and see – as normal. They also have a high-resolution camera as well as voice recognition software which turns speech into text.

A NINE-YEAR-OLD girl made an extraordinary gesture to the children’s ward at Raigmore Hospital.

Lana Munro, from Nairn, took part in the British Heart Foundation’s ‘dechox’ in March and donated all her Easter chocolate to the ward. As part of the British Heart Foundation run event she raised £4,500.

NHS HIGHLAND appointed a senior nurse, Joyce Macleod, to lead a project designed to create a more supportive environment for carers when their loved ones are patients at Raigmore Hospital.

SERVICES are due to transfer into the new Highland children’s unit at Raigmore Hospital at the end of April, board members were told at their meeting earlier this month.

The £3.4 million unit was delivered with some £2 million having been raised via the Archie Foundation – representing “significant generosity of local people and businesses across Highland”.

NHS HIGHLAND introduced a new staffing model for consultant physicians that should help to improve the continuity of healthcare services at Caithness General Hospital.

The move follows the expansion of the acute medicine consultant team at Raigmore Hospital that now allows a four-strong team of consultant physicians to rotate to Caithness General, providing weekday cover in a similar way to the Wick hospital’s current surgical consultant model.

AFTER 12 years as NHS Highland chair, Garry Coutts retired this month, Highlights reports.

Garry was succeeded as chair by David Alston.
HIGHLIGHTS reports that the Cabinet Secretary for Health and Wellbeing endorsed NHS Highland’s campaign against loneliness and social isolation.

‘Reach Out – make a difference to someone who’s lonely’ was officially launched in Inverness on 20th May. Shona Robison said she welcomed the initiative, explaining: “These days people in Scotland are living longer, healthier and more independent lives thanks to improvements in health and social care. However, this means that loneliness and social isolation has become an increasingly important issue.”

NHS HIGHLAND became the first health authority in the UK to provide an innovative birthing programme throughout its area.

The Wise Hippo programme uses self-hypnosis, relaxation and massage techniques to help remove fear and anxiety of giving birth so that couples actually look forward to the experience.

A NEW service, based in Raigmore Hospital was set up to offer emotional and practical support to people across all the Highlands who have been diagnosed with sight loss.

The Vision Support Service, established by sight loss charity RNIB Scotland in partnership with NHS Highland, provides vital help and encouragement to allow people to come to terms with losing their vision.

NHS HIGHLAND’S growing reputation as a research and development organisation was underlined by the BBC’s decision to work with the health board on an “exacting” scientific study, Highlights reported.

The board has helped to organise a month-long trial into the effectiveness of probiotic yoghurt-style drinks for the BBC TV series ‘Trust Me I’m a Doctor’ to be aired next year.

PLANS for the redesign of the garden space at the Town and County Hospital in Wick took a step forward after Morrison Construction cleared a large central bed area which had become overgrown.

The Friends of Town and County Hospital Garden had appealed for help in making the garden space at the hospital a therapeutic, enjoyable, accessible space for patients, their relatives and friends.

ARGYLL and Bute Health and Social Care Partnership, through its Technology Enabled Care (TEC) team, introduced a range of new technology to help assist with the support and care of patients and service users.

One of the most recent developments has been the introduction of Florence, or Flo. Flo is a telehealth text monitoring system which is already assisting people to understand how to better manage a range of conditions such as asthma, diabetes, hypertension and IBS. It can also remind people to take their medications.

HIGHLIGHTS reports that as part of a national initiative, NHS Highland undertook a review of the roles and responsibilities of all staff on Agenda for Change Band 1 with a view to advancing the low pay agenda in NHS Scotland. The aim is to remove Band 1 posts from the structure wherever possible.

NHS Highland’s procurement department made it even easier for staff ordering equipment and medical supplies to ensure they are following protocol by increasing its online presence – with a new section on the NHS Highland website, updated intranet pages and a Knowledge Hub webpage.
FOUR pupils of Drakies Primary School, Inverness, provided the highlight of the NHS Highland’s board, when they gave a talk on the school’s recently launched community café and on how it is helping to address the wider issue of loneliness and social isolation.

SAMPLE exercise events organised for NHS Highland staff as part of a UK-wide workplace health week proved such a success that several of them were still going strong.

Co-ordinator Dan Jenkins said some of the taster initiatives set up for the week-long events proved so popular staff just kept on doing them.

A CAITHNESS care home resident, 85-year-old David Bruce, was asked to be the residents’ representative and apply his considerable life skills to help select and appoint staff at the 18-resident Pulteney House in Wick.

A WORLD-RENOWNED geriatrician and bestselling author spent time meeting healthcare professionals across the north of Scotland, Highlights reported.

Dr Allen Power spoke to staff from NHS Highland, Alzheimer Scotland and members of the Highland Dementia Working Group about exploring ways to enhance the wellbeing.

THE campaign launched by NHS Highland to tackle loneliness and social isolation had an “extraordinary” offer of help – from an 88-year-old woman in Spain.

NHS HIGHLAND joined forces with Inverness Street League in a bid to create smoke-free environments for youngsters to play sport.

The board relaunched its Smokefree Sports initiative to prevent young people from starting to smoke, and encourage people to quit.

Coaches, players and spectators of the Inverness Street League took part in the project, and signed a pledge to avoid smoking while on official club duty.

RESIDENTS of the Small Isles of Eigg, Muck, Rum and Canna have a new health centre, Highlights reported.

A team from NHS Highland had been working on the conversion of the former doctor’s house on Eigg to a health and wellbeing centre.

NHS HIGHLAND’S gastroenterology team won the top prize from the Shires Award for Gastrointestinal Excellence.

The team won £10,000 which will go towards developing psychological support for their younger patients who are transitioning into adult services.

NHS HIGHLAND became the first territorial board to sign up as a diversity champion through the charity Stonewall. By signing up Highlights reported that the board now has access to a package of support and resources and will also be able to share and learn from best practice.

EXPERTS in healthcare, housing and home design from across Highland have come together to form a unique partnership to build sustainable homes for people with assisted living needs.

Led by NHS Highland, Albyn Housing Society and Carbon Dynamic, its aim is to create highly adaptable homes which can support people to live independently in their homes for longer through technology and remote monitoring by social care agencies.

SCOTLAND’S first graduate medical programme will work closely with the board and the University of the Highlands and Islands.
WORK representing the biggest single investment Raigmore Hospital since it was built 75 years ago began this month.

Approval to upgrade the hospital’s critical care service was given by the Scottish Government in March, with an investment of £28 million over the next three years.

The upgrade, which will be carried out by Graham Construction, will bring all critical care services, which includes the Acute Medical Assessment Unit, the Intensive Care Unit, Surgical High Dependency Unit, Coronary Care Unit, Cardiology and Theatre suite, adjacent to each other over two floors.

HIGHLIGHTS reports that nearly nine out of ten consultants employed by NHS Highland say taking a job with the health board was a lifestyle choice.

More than half say they were attracted by NHS Highland’s clinical reputation, having heard that it was “a good place to work”.

WORK is continuing on the transfer of pre-registration nurse training from Stirling University to the University of the Highlands and Islands (UHI).

Accredited Educational Institute status is being recommended for UHI – a requirement to provide pre-registration nurse training. The next step is to obtain the Pre-registration Nurse Programme approval from the Nursing and Midwifery Council.

FIVE student nurses from Israel took part in a three-week exchange visit arranged by the Highland campus of University of Stirling in partnership with NHS Highland.

This is the fourth year in a row that pre-registration student nurses from the Nazareth School of Nursing have visited.

STAFF in the intensive care unit at Raigmore Hospital tried a new angle to reduce dramatically the number of patients with ventilator acquired pneumonia.

Research into the condition, which occurs in people who are on breathing machines in hospital, suggested that the head of the bed should be fixed at a 30 degree angle to prevent it developing.

TWO NHS Highland doctors were selected to accompany the Team GB athletes for the Olympic Games in Rio de Janeiro.

Dr Jonathan Hanson and Dr Derick Macleod have been chosen to serve as medical officers for the performance services team during the games, which will take place from 5th-21st August.

A NINE-STRONG group of NHS Highland staff on Skye really embraced the idea of doing more exercise during the Health at Work awareness week, Highlights reports.

The members of the Broadford Step Count Challenge enjoyed the week-long event so much they extended it by two weeks.

NHS HIGHLAND welcomed the first two groups of secondary school pupils for this year’s Doctors at Work programme, which is going from strength to strength.

Since 2012, 125 pupils have taken part in the programme. This does not include the record 40 pupils taking part this year.

A recent survey showed that of those who did apply for medical school 63 per cent got in and are continuing their studies in Aberdeen, Dundee, Edinburgh, Glasgow and St Andrews.
NHS HIGHLAND chair David Alston paid tribute to Caroline Thomson, a former chair of the health board, who died in a two-car crash near Dingwall on 17th August.

Work is continuing this month on the upgrade to Raigmore Hospital, which equates to the single biggest investment the Inverness hospital has had since it was built.

Highlights reports that approval and funding to upgrade the hospital’s critical care service was given by the Scottish Government in March with an investment of £28 million over the next three years.

The public consultation on the proposed redesign of health and social care services along the north coast of Sutherland began.

A 12-page green-coloured summary consultation document and feedback form was distributed throughout the area. The consultation will run for three months and responses should be submitted no later than 25th October.

Wristbands which will allow unpaid carers visiting Raigmore Hospital to benefit from a 50 per cent discount in the hospital’s dining room are now available to all wards.

This is an extension to the system which has been in operation in the children’s unit for a number of years and will give that extra bit of support to unpaid carers on their visits to Raigmore.

Sixteen nursing students from Kentucky USA visited Argyll’s Cowal Community Hospital and Lochgoilhead Medical Centre as part of a global education programme.

The nursing students and their professors were from the University of Louisville, and their visit was part of the university’s programme to enable its students to experience different healthcare services around the world.

An NHS HIGHLAND rehabilitation assistant played a part in the Royal College of Nursing’s centenary celebrations.

Inverness-based Daniel Gibson (27) featured in a film exploring the modern-day face of mental health nursing. The Royal College of Nursing (RCN) marked its centenary year with a series of short films detailing how nursing has changed in the last century.

Scottish international footballer Gemma Fay was in Dundee to open a new purpose-built facility for young people with mental health problems, Highlights reports.

The £8 million Young People’s Unit (YPU), which is based on the site of the previous YPU at Dudhope Terrace. The YPU is part of the North of Scotland Regional Child and Adolescent Mental Health Service (NoS CAMHS) project, a partnership between Tayside, Highland, Grampian, Orkney and Shetland NHS boards.

Ross County Football Club, a Ross-shire councillor and a local charity joined forces to help further launch a major campaign by NHS Highland to tackle loneliness and social isolation, Highlights reported.

The Ross-shire launch of ‘Reach Out – Make a difference for someone who’s lonely’ was held this month at the football club’s Global Energy Stadium in Dingwall.
HIGHLIGHTS reported that patients are more satisfied with the level of care they receive in an NHS Highland hospital than are hospital patients throughout Scotland.

A major new survey has found that 93 per cent of NHS Highland patients rated the care and treatment they received while in hospital as good or excellent, compared with 90 per cent across Scotland as a whole.

THE NHS Highland board approved a range of necessary plans to change the way urgent out of hours services are delivered across Highland on Tuesday 27th September.

Board members were asked to consider proposals designed to ensure the stability of urgent out-of-hours services and, in light of a nationwide shortage of GPs which is hitting Highland particularly hard, to reduce the heavy dependency on doctors.

HIGHLIGHTS reported that September saw Raigmore Hospital reach its diamond anniversary as the hospital celebrated 75 years of being open on 5th September.

ON AVERAGE, two people die by suicide every day in Scotland states a report in Highlights.

Each suicide is a tragedy that has a far reaching impact on family, friends and the community long after a person has died. And NHS Highland professionals used Suicide Prevention Week this month (5th - 9th September) to encourage people to talk someone if they’re feeling low or having thoughts of suicide.

Residents of Dail Mhor care home, Strontian, successfully took part in a local horticultural show earlier this month.

They entered the "garden on a plate"; "flower arrangement"; and "greetings card" competitions in the Strontian village hall and swept the boards with five first place rosettes and one second place.

EARLIER this month staff in the intensive therapy unit at Raigmore Hospital reached the milestone of having gone 1,000 days since they last had a patient with ventilator acquired pneumonia (VAP).

VAP is a type of lung infection that affects critically ill patients. Patients who contract the disease tend to stay in the unit for longer.

HIGHLIGHTS reported this month that a malicious email was being circulated with a title such as “Accounts Documentation – Invoices” from an email address such as creditcontrol@gov.scot and also what appears to be from nhs.net addresses.

A GAME called Food, Mood & Health, created by two Highland public health dietitians with help from a specialist play-based education company and designed to be a fun way of getting kids to develop sensible, healthy attitudes towards food, was launched across the UK.

NHS HIGHLAND staff based in the West Highlands stepped up efforts to raise awareness of the bowel screening test and symptoms of bowel cancer as part of a national campaign to improve survival rates.

Held at the Lochalsh Hotel, Kyle of Lochalsh, on 15th September, the first-ever West Highlands’ event highlighted the need to return bowel screening tests to help find bowel cancer early.
THE HEALTHCARE Environment Inspectorate (HEI) published a positive report this month giving Caithness General Hospital (CGH) a clean bill of health.

NHS Highland welcomed the publication of the report which has highlighted a number of areas of good practice within the hospital during a two-day inspection in Wick on 8th - 9th August 2016.

PATIENTS RECEIVING treatment for cancer will benefit from a national cancer treatment helpline which was launched this month.

The 24-hour national cancer treatment helpline – 0800 917 7711 - provides a triage assessment to patients who are receiving or have received specific cancer treatment when they feel unwell, ensuring access to the most appropriate, effective and timely care if their condition is deteriorating.

HIGHLIGHTS reported that since March care home staff from both NHS and the independent sector in Highland have been working on a pilot programme focussed on improving food, fluid and nutritional care.

Altogether, 15 homes across Highland participated with members of staff been given the opportunity to become ‘nutrition champions’ as part of the programme.

RESULTS OF a five year trial on haemorrhoids, sponsored by NHS Highland and the University of Aberdeen, was published in The Lancet, one of the oldest and best known medical journals.

The trial, which is the largest of its kind, was run by Professor Angus Watson, consultant colorectal surgeon for NHS Highland and honorary clinical senior lecturer at the University of Aberdeen, and was funded by the National Institute for Health Research.

A SOUTH UIST couple who are regular visitors to Raigmore Hospital said “I do” in front of NHS Highland staff they have praised for looking after them so well.

Iain and Shona MacFarlane (nee Macintyre) got engaged earlier this year in June while staying at Kyle Court, the patient accommodation at Raigmore Hospital.

THE PRACTICE administrator on the Small Isles was recognised for going “above and beyond” her duties with a Highland Quality Award.

Sheena Kean works in the Small Isles Medical Practice and has played a key role in the development of the new model of healthcare on islands of Eigg, Muck, Rum and Canna since it started in January 2015.

POLICE SCOTLAND teamed up with NHS Highland in Sutherland to raise awareness of a UK-wide scheme designed to trigger a quick community response should a vulnerable person go missing. ‘Herbert’s protocol’ is a system that provides timely information to the police about people with cognitive impairments - such as dementia or Alzheimer’s - should they go missing from their homes, hospitals or care homes.

THE PENROSE ENQUIRY report recommended that Hepatitis C testing be offered to individuals who may have been exposed to Hepatitis C via blood or blood products before September 1991, who have not already been tested.
MATERNITY services at Caithness General Hospital in Wick will now operate as a midwife-led community maternity unit, following a unanimous agreement of the board of NHS Highland.

At the meeting the board agreed to recommendations made by NHS Highland’s medical director Dr Roderick Harvey designed to improve the safety of neonatal services at the Wick hospital.

HIGHLIGHTS reported the impact of loneliness as a significant public health issue will be a key focus next year after the NHS Highland board approved the director of public health’s annual report.

In his annual report to the board Professor Hugo van Woerden made a number of recommendations to help tackle the issue across the Highland region.

NHS Highland is set to use £2.5m of its capital funds as part of a plan to balance its books this financial year. The budget has already been exceeded by £4.9m so far (based on figures to October).

GETTING OUT for a 30-minute walk during office hours can improve your mental and physical health and wellbeing and also boost productivity, according to NHS Highland vice-chair Melanie Newdick.

Speaking at a Health Promotion Health Service event to ignite discussion around staff health and wellbeing, Ms Newdick said it’s vital colleagues are encouraged to get away from their desk or ward during their working day.

A NEW SERVICE to support individuals with mental ill-health to self manage their condition was established in Highland.

The Supporting Self-Management Service is made up of a team of mental health practitioners with regular input from a consultant psychiatrist at New Craigs Hospital in Inverness.

MENTAL HEALTH services received a boost after a new facility was officially opened in Helensburgh by Maureen Watt MSP, the Scottish Government Minister for Mental Health.

The facility combines services for unpaid carers, specialist support for children and young people with mental health issues and support for families.

THE MENTAL Welfare Commission for Scotland gave the Dementia Services in Mid Argyll Hospital in Lochgilphead a clean bill of health after a recent unannounced inspection.

SUTHERLAND patients leaving hospital after treatment will be offered help to keep their homes warm thanks to a pilot NHS Highland initiative in partnership with Home Energy Scotland.

Patients leaving Migdale Hospital in Bonar Bridge and Lawson Memorial Hospital in Golspie will be asked by NHS staff if they’d like professional cost-effective advice.

A PHARMACEUTICAL team from NHS Highland was awarded funding from healthcare charity for an innovative telehealth project.

The team received £74,300 from the London-based Health Foundation for a 15-month project designed to help improve patients’ access to pharmaceutical care across the region.

A STEP IT UP Highland volunteer was recognised for his efforts in leading health walks in Inverness.

TJ RATTRAY (right) was named as ‘Health Walk Volunteer of the Year’ at the ‘Paths for All 20th birthday celebration and volunteer awards’ in Edinburgh.
THE FIRST Minister made a festive visit to the Highland Children’s Unit at Raigmore Hospital.

During her visit Nicola Sturgeon was able to get a tour of the unit that opened in May last year.

THE T BAR at the Belford Hospital presented a cheque for £5,000 towards purchasing equipment for patients during their stay in hospital. Betty Campbell and her team raised the money through their work in the Fort William Hospital cafe.

A FACEBOOK campaign by a Sutherland nurse calling for local people with knitting skills to help out patients with dementia proved a great success.

Audrey Hepburn - one of Lawson Memorial Hospital’s dementia champions - was so impressed when the family of a patient brought in a knitted hand warmer known as Twiddle-muff, she launched an appeal on her social media page for more to be made.

NHS HIGHLAND had remarkable success in treating young patients with eating disorders in remote and rural locations through an innovative project that saw them being cared for in their own homes.

To overcome the challenge of the area it covers, NHS Highland’s Child and Adolescent Mental Health Service (CAMHS) combined family-based treatment (FBT) for anorexia nervosa with quick responses to referrals to treat far more children at home over the past two years. As a result, CAMHS saw monthly bed usage fall from an average of over 100 days in August 2014 to an average below ten days in October 2016.

NHS HIGHLAND pledged support for a national campaign to help make Scotland tobacco-free.

The board signed up to Scotland’s Charter for a Tobacco-free Generation, an initiative developed by campaign group Action on Smoking and Health (ASH) Scotland on 12th December.

SUTHERLAND’S MIDWIFERY team was shortlisted for a prestigious national award to be announced next year.

Mary Burnside, midwifery manager for NHS Highland’s North and West Operational Unit was delighted the team has been shortlisted for the Royal College of Midwifery’s Team of the Year.

SIX NURSES on the Isle of Skye were honoured with awards from Queen’s Nursing Institute Scotland for their long service and dedication to the local community.

Lesley MacDonald, Community Nurse (CN); Carol Urbanowicz (CN); Rhona Beaton (CN); Moira MacLeod (Community Psychiatric Nurse – CPN); Morag Redshaw (CPN); Susan Robinson – Public Health Nurse (Schools); and Kate Earnshaw, NHS Highland’s District Manager (Skye, Lochalsh and West Ross)

TWO NURSES from NHS Highland were recognised for their dedication to community nursing and received academic awards from the Queen’s Nursing Institute Scotland.

Highlights reports that awards are given to outstanding students Patricia Thomas and Tony Clapham for promoting excellence in community nursing.
Positive Dementia Care
A creative toolkit course

The Spectrum Centre
Margaret St, Inverness
IV1 1LS
Thur 23rd & Fri 24th Feb
2017. Times: 10:15-16:00

Inspiring, evidence-based 2-day theory & practice for creative, meaningful interactions, supporting identity, inclusion & connection.
For care managers, artists, staff.

Note: This venue has stairs. The course is booked into a more accessible venue for late spring.

Cost: £130 payable to Creativity In Care CIC
Bookings: 07716111585 or E-mail info@creativityincare.org or visit www.creativityincare.org for booking form.
Creativity In Care CIC SC438310

“Uplifting & practical. Packed with ideas. Feel more confident about what I can do.”

“One of the best courses I’ve been on. Fun, informative & totally inspiring!”

“Goes wider & deeper than other dementia care courses.”
FUNDRAISER

Lana raises more money to help CCU

BIG-HEARTED Lana Munro has raised a further £500 for charity to help people with heart problems after raising close to £5,000 for the British Heart Foundation last year.

With help from her mother Marie, ten-year-old Lana raised £500 for the Coronary Care Unit (CCU) at Raigmore Hospital by making scented candles she then sold on social media.

Lana, from Nairn, donated the money to the CCU’s Emma’s fund to thank staff at the Inverness Hospital for taking such good care of her granddad, 84-year-old Peter Whyte when he was a patient of the unit last year.

Her mum Marie, said: “We made candles for a month, but I have to admit the house did smell wonderful.”

Charlie Bloe, the CCU’s charge nurse said: “Delivering specialist cardiac care to patients requires a high level of clinical knowledge and expertise. We, therefore, invest a lot in staff training and development.

“Our CCU strives to provide the highest quality of care to our patients. It is heartening when that is formally acknowledged by patients and their families.

“Young Lana has been inspired by the care that her grandfather received and embarked on a fundraising campaign from which she donated to £500 to CCU. This young lady is a real inspiration to others and she and her parents should feel very proud indeed that her efforts will go towards further improving staff skills and patient care.”

CARE AND REPAIR

5,000th customer for handyman service

CAIRN’S Care and Repair team has celebrated almost ten years of providing a Handy person service in Inverness, Nairn and Badenoch and Strathspey with their 5000th customer.

Norman Gillies, Cairn’s handy person, and Michael Cuthbertson, an occupational therapist with NHS Highland, presented Mr and Mrs Ross from Inverness, with a bouquet of flowers and a gift voucher after completing a job to fit grab rails to their front and back doors.

Mrs Ross said: “We just moved over to Inverness from Skye to live closer to our family and it was a lovely surprise to be the 5000th client. We really appreciate what Norman has done for us, he did a great job.”

Cairn Housing Association operates throughout Scotland offering a range of affordable housing and related services. It has over 3,500 homes under management.

The Cairn Handy person service carries out small repairs and adaptations for older people and individuals with a disability. The Care and Repair team also carry out larger projects such as disabled wet rooms, stair lifts and even house extensions.

Care and Repair Scotland estimate that for every £1 spent on Care and Repair services the NHS saves £4.50.

Tony Orr, Cairn’s Care and Repair Manager, said: “This is a fantastic achievement for our team and we’re proud to have helped so many people continue to live safely and independently in their own homes. The Handy person Service is a much needed and appreciated service for our communities in the Highlands.”

For more information about the Cairn Handy person visit please visit www.cairnha.com or contact Tony Orr on 0800 990 3405.
Diabetes course roll out

A course designed to help type 2 diabetes patients better manage their condition has been rolled out across Argyll and Bute.

The Argyll and Bute Health and Social Care Partnership (HSCP) free X-PERT course is currently available in Helensburgh, Oban, Lochgilphead, Dunoon, Rothesay and will soon be introduced on Islay.

The six-week course is designed to let people make informed decisions about how to work towards their condition through healthier lifestyle choices.

The move follows 2015 figures that report that 88 per cent of the 284,000 people in Scotland registered with diabetes had type 2 diabetes.

Kenneth Smith, from Helensburgh, said: “I have been living with type 2 diabetes since 2008. At the time I was living in Dubai and was suffering some discomfort passing urine and my physician carried out some tests and advised me that my blood glucose was too high, almost double the safe limit.

“Within two days I had seen the endocrinologist and dietitian, had my organs examined and was prescribed medication, diet and exercise. I took up walking every evening around the district where we lived and was very careful about my diet. The result was very positive and within three months my blood glucose level was well within limits.

“In 2009 I returned to Scotland and kept up a steady regime of fast walking and some care over my food, although it proved much more difficult to control my diet than when I was in Dubai.

“In 2010 I suddenly found that I had severe osteoarthritis in the big toe of my left foot and this caused great pain as I walked and prevented any meaningful exercise. I have had a speed limit on my walking ever since and to my frustration I also found that I was unable to control my blood glucose levels within acceptable levels.

“At this point I attended a one day course on diabetes control but this was still not enough to resolve all the problems and I was put on the list for the X-PERT 6 week course. This course was a revelation. By sharing my problems with others, understanding their problems, and by frequent repetition of the X-PERT teaching I started to improve my understanding of the dietary processes involved and ceased to feel so alone.

“The camaraderie involved in the X-PERT course is also a marvellous experience which I would recommend to anyone. I can only thank Juliet for the reduction of my blood glucose levels to safe limits at my last test and hope to maintain that at my next diabetes clinic tests.”

Excellent report for residential home

The Eadar Glinn residential home in Oban received some excellent grades when the Care Inspectorate carried out an unannounced visit on the 22nd September 2016.

The inspection report has recently been published and highlighted extremely positive grades for the home.

Out of the four categories looked at, the home received two six – excellent – grades for quality of care and support and quality of staffing.

The report stated that: “Eadar Glinn provides a safe, individual, person-centred service to each resident.

“Health professionals visit when required, and one GP told us that he wished his mother lived in the Oban area and could be admitted to the home as, in his opinion, it was one of the best he has ever known.”

The Care Inspectorate was unable to identify any major areas for improvement and that there were no requirements or recommendations.

Annie Macleod, manager for the Oban, Lorn & Isles Locality, said: “It was an excellent report and highlighted all the good work that is carried out in the home on a daily basis. I’d like to thank the staff and management for their hard work and dedication to making a real difference to the lives of the residents.”
Call for volunteers

Researchers are looking for volunteers from Thurso and Wick for a healthcare project that aims to allow older people to live independently for longer in their own homes.

The year-long trial, known as the E-Frailty project, is planned to start early this year. The aim is to monitor the volunteers’ vital health signs 24/7 to help develop a tool that will predict the likelihood of falls.

By doing so, NHS Highland hope it will help support Caithness residents over 65 to remain living at home for as long as possible.

The project will use the latest wearable technology linked to a dedicated smart phone – just like systems currently being advertised on television.

It is hoped that this level of care, normally only available in a hospital or care home setting or during a visit to a GP, will alert health professionals to potential adverse health developments and allow them to intervene to prevent falls in a timely manner.

In addition, carers will do additional tests during their routine Care at Home visits that will help provide even more information about the volunteers in their care.

All the data will then be sent over a computer network to be analysed by researchers at Edinburgh’s Napier University (ENU).

Mike Flavell, NHS Highland’s Caithness district manager, said the project would build on recent work to reduce falls in the elderly like the introduction of the board’s “Right Call for a Fall” strategy. And he hopes it will bring further benefits.

He said: “The potential to reduce falls in the elderly like the system would reduce hospital admissions and free up ambulance capacity at a time when pressure on both services is considerable.

“The benefit for fallers is immense as the length of stay in hospital following a fall can be many days and we know that people lose independence while in hospital despite the best efforts of staff to enable patients. The trial is also great for our Care at Home team as it is proactive, positive and puts the carer’s at the forefront of technology-enabled anticipatory care.”

Around one in three adults over 65 who live at home have at least one fall a year, and around half of these have more frequent falls.

The project, which will run over an 11-month period, will involve around 90 participants from Caithness who will use the smart tech for about two months each.

Each participant will agree to wear a waterproof Polar Loop activity bracelet around the clock that will track their movements during the day and also their sleep patterns at night.

They will also wear a heart rate monitor during waking hours that they strap around the chest.

Both the wrist bracelet and chest heart rate monitor are linked via Bluetooth to a dedicated smart phone carried by the participants.

During Care at Home visits, carers will also use scales to weigh participants as well as get them to use grip strength meters.

The carers will also help clients manage the Polar Loop and HRM monitors and smart phone, ensuring that the batteries are charged and changed if necessary.

At Napier, they have created an algorithm that predicts the likelihood of falls in the home. It is anticipated that the state-of-the-art technology will help create a tool that will improve wellbeing and quality of life. And the potential to generate vast savings by reducing hospital admissions.

Adrian Smales, a Research Fellow at ENU said: “We have a long-term vision of using data to detect the early signs of illness, and apply new methods that should lead to improved care and better outcomes for all.”
Multimedia approach developed

WORKING WITH the Librarian and his team is an experience that can be likened to being involved in a ploughing match and a fireworks display both at the same time. They have the build, tenacity and thrawness of Clydesdale horses allied with pyrotechnic minds that continuously throw out ideas – some shoot straight like rockets and others explode into shards - once an idea emerges and it is viable it is doggedly pursued to a conclusion.

The Librarian is keen that all forms of media are represented in the Honesty collection. One of these recent ideas is the Honesty Library which is being further developed and expanded. In a world of clinical and practical texts it was good to get some “real” books on the shelves. The Librarian rarely goes in for heroes but one such is Sir William Osler (John Hopkins, McGill, and Oxford Universities) who used to holiday in Lochinver.

Sir William recommended a bedside table library for medical students. Titles on the list included the Bible and the works of Montaigne and Don Quixote. The list was not prescriptive though – as long as students read widely.

Since the time of Osler media types have moved on but the basics of storytelling remain the same. The Librarian is keen that all forms of media are represented in the Honesty collection. Folks have been very kind in contributing a wide range of material. Initially this was books, but one day a trembling user accosted the Great Man with the request – “was he interested in receiving DVDs for the Library?”

His equine-like forehead, broad and flat, twitched as if to dissuade a landing fly and the enquirer stepped backwards expecting a braying. However the visage of the deity broke into a broad grin as the idea of the addition of whole set of new media to the collection dawned.

Thus, there is now a small, but growing, DVD section within the Honesty Library; currently about 60 titles ranging from the adventures of Borat, the Railway Children, through to a zombie take over to the fantasy of Narnia. Another user dared suggest that CDs could be added to the collection which again met with an enthusiastic response. To date about 20 CDs can be borrowed. You will find much more than that which is on the X Factor or on the general radio here. The Library is blessed with an international clientele and the CD collection reflects this with material from the Prince Edward Island dance combo Gordie MacKeeman and his Rhythm Boys and the Lebanese singer Yasmine Hamdan.

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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).
Patients and ward staff have asked for this to go into Highlights

A poem from a former patient, Margaret Faith Rose, from Muir of Ord.

Left, Right, Left!

One minute at home, not feeling well, fainted collapsed in a heap
John running around, the paramedics, the pitter, patter of their feet!
Rushed to Raigmore A and E where they checked me out,
All sorted by nurses and doctors and all prodded about!
Got home my heart fine but my knee not right,
 Tried to keep going, moving around with all my might,
No use in the end and had to give in and come back for another review,
My leg so unbearable what on Earth should I do?
Back in 6c lots more tests and to make a decision,
How to get my leg better a few thoughts were given,
So here I am sitting and being given a drip,
Full of antibiotics let’s hope they take a grip,
Family visits, and friends and getting lots of texts,
Wondering what will happen, it’s all such a vex,
Waiting on a CT scan result and whatever else the Doctors can find,
Everyone, all the staff, so helpful and kind,
A different world in here many people are sick,
All working as a team to get us better quick,
Bed pans, commodes, hoists and mattresses of special healing stuff,
Bed to lie on, so cosy and smooth and not rough,
Cleaning and hoovering and changing each bed,
Doing all they can not a bad word is said,
Let’s give thanks for the connections far and wide,
From The Rheumatology, Doctors and nurses in Dingwall to Raigmore where lots of staff work inside!
Fran and her merry team, The Health Centre and Raigmore, where also there are marvellous cleaners, Marion, Danuta and there is a is a special man,
Who runs about and multitasks, his name is Vilnis, he makes me laugh and he is Latvian!
If you have got something wrong sometimes a CT scan, a machine that looks like a biscuit,
The Radiographers, ultrasound nurses Val and Isobelle, excellent at their job and often they can fix it!
All angels in disguise and they have certainly have been helping me,
And lots of other people so plain to see!
Not forgetting the nurse practitioner who fits you with a cannula,
He does it with such ease,
And then there is the Royal nurse Gary, who will do anything to help and please,
To top my stay in 6c, half a pint of fluid, Dr Miller, removed from my leg today,
The relief it really was tremendous, more than words can say!
I thank God for each one he knows and loves them all by name,
We just celebrated Jesus’s birthday, I pray everyone will realise why he came,
He died because he loved us and when he hung and suffered on the cross,
I’m thankful in my time of need I have never been at a loss,
A cup of water, a biscuit, a meal, showers, toilet facilities to make us refreshed and clean,
The nurses are angels in and out of every screen,
We are so blessed to have such a place where there is help is at hand,
And right now for me Raigmore hospital, is the best place in the land!!!
What does your job involve?
I have to ensure that Raigmore Hospital remains clean and healthy and that all patients, visitors and staff arrive safe in the knowledge that this is the case.

A love of cleaning and people is a key part of the job. We aim for 100 per cent all the time and this must be the main effort of the department no matter what the day throws at us.

Cleaning services are an essential part of the multidisciplinary approach in improving patients, public and staff safety, for the prevention and control of infection within the care setting. I spend a lot of time ensuring we have the correct staffing levels in all areas.

We pride ourselves within Raigmore of our approach to maintain safe and clean hospital and we all know that we are as only as good as our last clean and the task within the hospital is 24 hours a day and seven days a week.

Describe yourself?
Big, hard working, fully dedicated chap.

Do you have and hobbies and interests?
Country walks with the family.

What was the first single you ever bought?
I have never bought a single (how old do you think I am?).

What is your favourite food?
Curry, any curry, I just love them.

And how about your favourite film?
American Sniper, if you see past the glorification of war, a man who struggled with his conscience.

What are your pet hates?
I do not have any; nothing really gets me that annoyed to say I hate it.

What are the best and worst things about your job?
The best bit about my job is coming to my job and knowing that I have a very challenging day ahead and this will require a lot of concentration and hard work to solve.

Experience structures the mind, and I have had a very gifted life to have worked some of the finest on this earth. Live every day for the day, so I suppose the worst part of the job is failing to achieve your day’s tasks due to unforeseen circumstances.

And TV programme? Poldark, outstanding.


If you won £10 million in the lottery, what would you spend it on?
Family and friends, and some very fine wine. I would also give a good chunk to help unfortunate folks who have fallen on hard times.

What about a smaller sum; say £1,000?
Holiday to see my sister in Canada’s North West territories (YellowKnife).

If you could have dinner with three people, dead or alive, who they be and what would you cook them?
Immanuel Kant, David Hume, and Plato. I’d serve up haggis, neeps and tatties.

THIS MONTH:
Raigmore-based Service manager for enviromental cleaning and hygiene
David Ross Mackay