Dear Colleagues

Last week saw the signing of the 2016/17 accounts for NHS Highland. This showed a break-even position, in fact a tiny £111K under spend, with savings of £28M on the annual budget of £811M. Given the current financial environment across the country this is an excellent achievement, and I would like to thank you for your contribution to this effort.

However, this has not been without pain and that is only set to get harder with tough choices and decisions now having to be made. For some time now we have not been able to treat all patients that have been waiting for routine outpatient appointments or surgery in a timely way, or to meet the demand for care provided at home.

Whilst we have been fortunate to secure some additional funding, this has not been sufficient to allow us to continue to create additional capacity in many areas and specialties.

This year we have savings target of around £47million. Clearly the need to deliver break-even, which is a legal requirement for every Health Board, will have implications for how we all work in the delivery of care, and there must now be an urgency to this change. We need to make the changes and start to deliver the savings with immediate effect, not wait for another six months.

It is not all about the money. Once again over the last year you would have noticed that it is becoming ever difficult to sustain the current models of care. The impact of the changing demo-

A message from Elaine Mead, chief executive of NHS Highland

QUALITY AND SUSTAINABILITY

Elaine outlines our ‘direction of travel’

continued on page 2

Do you recognise Morag Drew? Turn to pages 12 to 14 to see who else you can recognise receiving Valuing Service Awards this year....
Continued from front

graphics are also realised within our ageing workforce.

We have known for some time that it simply will not be possible to recruit to all of the vacancies that we expect to see in our services, and it is important that we increase our efforts to fundamentally change how we deliver care across the Highlands and Argyll and Bute.

In December I drew your attention to the National Operational Delivery Plan for Health and Social Care, and never has it been more important for us to move quickly to change the way we are organised and how we deliver care. This blue print for services has been translated into our own NHS Highland Quality and Sustainability plan. Full report HERE.

This year (2017/18), and for the next three financial years at least, we will need to take concerted and deliberate action to reduce the costs particularly in our hospitals, whilst protecting our emergency and urgent response for patients when they need to access our services.

There should be an expectation that people will not be admitted to hospital unless there is absolutely no other way that the care can be delivered at home, with a guarantee that patients will return quickly to their home with necessary support as their medical condition has been resolved.

To achieve this we must provide better alternatives to hospital, including 24/7 support available to families. We have already started this work and will continue to work closely with other organisations, both public and third sector, to develop alternatives to the current and historical models of service.

We continue to identify much waste and unwanted variation within our services. Many things we are doing are not cost effective and some of our systems and historic ways of working are simply serving only to add to your burden of work.
Staff encouraged to end pj paralysis

Research has shown that being mobile helps you recover more quickly from illness and injury.

STAFF AT Raigmore Hospital in Inverness showed up to work in their pyjamas this month in a bid to understand what it feels like to be a patient.

The dress up was used to highlight the “End PJ Paralysis” campaign which looks to getting patients up and about and out of their pyjamas as soon as they are able to in order to improve recovery.

The campaign has started on Ward 6C, a medical ward, and will encourage patients who are fit to get dressed and get moving.

Dr Susan MacGregor, occupational therapy and physiotherapy service manager for Raigmore Hospital explained that promoting and supporting patients in getting up and getting dressed can improve patient recovery but also gets them home quicker.

She said: “Research has shown that being mobile helps you recover more quickly from illness and injury and encouraging people to get up, get out of bed and get dressed helps with that. It’s easier to get back into and maintain your normal routine when you are dressed and ready for the day ahead.

“Wearing pyjamas longer than you need to can actually make you feel vulnerable. Patients don’t feel ready to get up and about which can lead to loss of muscle strength, a higher risk of infection and a longer stay in hospital.”

There is evidence that suggests that for people over the age of 80 ten days in bed ages the muscles by 10 years, while one week of bedrest results in 10 per cent muscle loss.

Nicola Rocke, senior charge nurse on Ward 6C where the campaign is starting, said: “Loss of strength for our patients could make the difference between dependence and independence. Highlighting our desire to end PJ paralysis and encourage our patients who are able to get up, get dressed and get mobile, we know they’ll see the benefit of a shorter hospital stay and a quicker return home.”

BREAKFAST TREAT

COLLEAGUES IN in Raigmore Hospital and Larch House were treated to a special breakfast during Bike Week this month.

NHS Highland’s active travel engagement officers Lizbeth Collie and Sheila Wickens laid on a bite to eat for colleagues as part of a national campaign to encourage more people to get on their bike.

“We wanted to put on a special breakfast for colleagues to encourage them to think about cycling on a regular basis, including when commuting,” Sheila explained.

“The bike breakfasts at Raigmore Hospital and Larch House were a visible presence and encouraged colleagues to stop and have a chat with us over a cup of coffee and a scone.

“We also held ‘bike doctor’ sessions in the afternoon which offered a bike health check, security tagging and advice on NHS Highland’s cycle2work bicycle access scheme.”

NHS Highland joined forces with UK Charity Sustrans to appoint two active travel engagement officers earlier this year.

Sheila continued: “A big part of our role is to support staff to make a behaviour change in commuting and business travel.”

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

Contact Sheila on Sheila.wickens@nhs.net or Lizbeth on Lizbeth.collie@nhs.net for more information on active travel and the cycle2work scheme.
AILEEN CAMPBELL, Minister for Public Health, is to attend NHS Highland’s annual review for 2017 at the Macdonald Resort, Aviemore, in August.

The review on Thursday 31st August is part of the Scottish Government Health Department’s yearly look at the performance of all NHS boards.

It will also provide an opportunity for members of Highland’s NHS board to highlight the year’s achievements and discuss issues with the Minister and department members.

The agenda is set by the department based on national standards and agreed local performance targets. Members of the public can attend the open session which will start at 2pm on the day.

David Alston, chairman of NHS Highland, said: “The annual review is a good opportunity for us to celebrate our successes and to also highlight some of the challenges.

“I would be delighted if members of the public took the opportunity to join us for the public session and, if they want, ask a question of NHS Highland or the Scottish Government on the day.”

Further details on the annual review will be made available on the NHS Highland website. If you would like to attend or have any queries contact: maimie.thompson@nhs.net; 01463 704722 or write to: Maimie Thompson, head of PR and engagement, NHS Highland, Assynt House, Inverness IV2 3BW.

NHS HIGHLAND has signed a pledge to ensure people with learning disabilities are included in the planning of services.

The health board's director of adult social care, Joanna MacDonald, signed the Charter for Involvement at a workshop facilitated by the National Involvement Network in Inverness last month.

She said: “The Charter for Involvement was created by the National Involvement Network and sets out how people who receive support expect to be involved in planning services across health and social care and beyond.

“I’m delighted to sign the Charter on behalf of NHS Highland as it reflects the work we are doing to ensure people with learning disabilities feel involved in the planning of services.

“We’ve already seen significant changes and improvements around involving people with learning disabilities within our improvement groups and our strategic commissioning groups. Signing the Charter for Involvement will ensure we continue to provide a platform for people to have a voice.”

The Corbett Centre hosted a workshop facilitated by the National Involvement Network (NIN) and the Association for Real Change Scotland.

NHS Highland’s complex case planning manager Arlene Johnstone said: “The feedback we have received from people has been very powerful. It’s vitally important that we include people in planning services because it is their lives and they have every right to have a say in how their care and support is provided.”

The vice-chair of NIN Brian Robertson said: “The Charter for Involvement shows in our own words how we want to be involved in our organisations. We are delighted to have secured the backing of NHS Highland and look forward to working with them.”
RECENT INCIDENTS in Man-
chester and London have
caused a lot of pain for commu-
nities across the UK, including
in the far north of Scotland.
One concern, especially af-
after the Manchester bombing,
has been the effect these inci-
dents have had on children.
Here, Dr Stephanie Gov-
enden, NHS Highland’s consult-
ant community paediatrician
and lead doctor for child pro-
tection and looking after chil-
dren, explains why it is so im-
portant that communities rally
together and support each
other through difficult times.
And to help, she has included
some contact details that may
help provide support.

“The recent bombings in Man-
chester have been horrific. I think
they are shocking and I cannot under-
stand why any person would act in
that way towards another human
being and at the same time, I feel
really sad for those families who have
lost their children and loved ones in
such a frightening and sudden way.

“In public health, we think about
how people live in their community:
how it can be a source of support,
particularly at a time of loss or be-
reavement. And everyone will have an
experience of death and loss at some
point in their lives, because this is
part of being human.

“People can be helped to feel bet-
ter or stronger if they are able to talk
about how they have been affected by
loss and to talk about the people they
lost – and remember what they loved
about them or what made them
happy.

“In our communities, racism and
xenophobia are the opposite aspects
of these supportive partnerships and
it is important that everyone who
reaches out for support can be
helped.

“I am so impressed by the families
of the victims of the Manchester
bombing who have said that this
event cannot and will not define
them, and that this attack must not
beat them. On the night it happened
people immediately came out of their
homes and businesses to help and
provide shelter and support in the
most compassionate way possible.

“I think this point perfectly illus-
trates that this is a city that cares
about the people who live in it and
that everyone, regardless of race,
religion or creed is part of their com-


HEALTH PROMOTION

It’s good to talk

These websites might be help-
ful too:

- The Compassionate
  Friends, for people who have
  experienced the loss of a child
  https://www.tcf.org.uk/

- Cruse Bereavement Care
  Scotland
  http://www.crusescotland.org.uk/

- Young Minds, supports
  young people with anxiety,
  depression, other mental
  health difficulties
  www.youngminds.org.uk

- NSPCC Childline, is for
  all children and young people
  to help them with issues they
  are facing and need someone
to talk to.
  www.nspcc.org.uk

- The Samaritans
  www.samaritans.org

- Depression Alliance Scot-
  land
  www.dascot.org

- Breathing Space, a free
  and confidential helpline ser-
  vice for anyone who is experi-
  encing low mood or depres-
  sion.
  www.breathingspacescotland.
  co.uk
  Helpline: 0800 83 85 87
HOSPITAL REFERRALS for musculoskeletal problems can be significantly reduced if medical practices include a physiotherapist as part the General Practice team, according to a recent analysis of an innovative patient-care model.

Analysis of an alternative model of musculoskeletal service (MSK) provision at Burnfield Medical Practice, Inverness, shows referrals to Raigmore Hospital orthopaedics are around 75 per cent less compared to other GP practices in the area.

Similarly, referrals to physiotherapy department at NHS Highland’s Raigmore Hospital are also 75 per cent less compared to GP practices in the area.

Conducted by practice physiotherapist Ciaran McManus, the results were outlined at an NHS Scotland conference held in Glasgow this month.

Ciaran, who also works at Raigmore, said: “Traditionally referrals from Burnfield have always been low, but the key driver to our being able to reduce hospital referrals was by having a physiotherapist in primary care, so patients are able to see an allied health practitioner instead of a GP.”

By taking this multidisciplinary approach, the whole team at Burnfield - GPs, nurses, clinical technicians and receptionists – were able to send patients to Ciaran for assessment and diagnosis at the practice rather than Raigmore.

He said: “Other practices operate a triage service and patients then need to go to hospital for treatment. The difference is that because I’m a trained prescriber and steroid injector, I can provide treatment, medication and advice right here in the practice.”

Ciaran said that the MSK service model at Burnfield had evolved over time, and had generated considerable interest from other GP practices.

He said: “Back in 2009, I used to have half hour appointments with patients. Now they are 20 minutes and I am able to see more people for treatment. Back when I first started, patients used to see the GP before the physiotherapist. Now the majority of patients come straight from reception for assessment.”

“A few years ago a group of GP practices in Inverness approached NHS Highland with a proposal that they expand and implement the Burnfield model.

“One of the drivers behind the proposal was to find a solution to the high waiting times in Orthopaedics and Physiotherapy. This latest analysis may encourage a re-consideration of that proposal as a means to reduce waiting times.”

Ciaran said this more efficient way of working also led to what he called a ‘reduction of waste’.

He explained: “The cancellation of appointments or failure to attend is rare as patients choose their own appointment and there is virtually no waiting list. Available appointments are normally filled any time up to 20 minutes prior to the appointment.”

And with the whole team approach meaning that “second opinions” between clinicians are freely available and encouraged, he said: “The Burnfield model had proved to be safe, effective, and beneficial to the health service and patients. And patient satisfaction measured by questionnaire is very high at the practice.”

Funded by Dr Freda Charters, Dr John McFadden and Dr Tilman Von Delft from the Burnfield practice, the new model has marked knock-on benefits for hospital-based services.

Now Ciaran is applying to further funding outwith the practice for a more rigorous examination of the model to include referrals for imaging, prescribing and physiotherapy intervention, and how this compares to current ‘normal practice’.
Les Hood: Adult support and protection training officer

NHS Highland is running a series of articles which puts the spotlight on people who work in healthcare across our area. Answering the questions this month is Les Hood, adult support and protection training officer.

Q. What does your job involve?
A. The post exists because of the legal commitment that every council area in Scotland has to establish an Adult Support and Protection Committee. The Committee has a responsibility to make sure the workforce, and to some extent the general public, are aware of and equipped to deal with adults at risk and adult protection concerns. One of the main outcomes from that is the need for a confident and competent workforce and that’s where the post of training officer comes in.

Q. What staff do you deliver training to?
A. We have generic and bespoke versions of training for different staff groups and their needs all across Highland. We have introductory courses and advanced courses for colleagues who may deal with adults at risk every day in their role. The training covers all staff groups from social workers to doctors to janitors and receptionists; anyone who interacts with adults at risk. I deliver a lot of training to colleagues that work in care homes, for example. They are a very important part of the workforce because they are the first line of protection for some of the most vulnerable adults that we know about. Similarly, care at home staff play an important role and we have training tailored to meet their needs. I also deliver training to colleagues in hospital settings such as nurses and physios, and in dental surgeries and primary care.

Q. It sounds like you cover all bases. Is it a legal requirement to do so?
A. Yes. NHS Highland’s adult support and protection team see it as our duty and responsibility to make sure that not just our own NHS Highland or Highland Council staff are trained but anyone who could be identifying an adult at risk – either in broad terms or in stricter legal terms of the Adult Support and Protection (Scotland) Act 2007.

Q. Why is adult support and protection such an important issue?
A. Everyone has a right to live a life free from harm, exploitation and mistreatment and there are things that can be done to protect those who aren’t.

That is where we come in; we work with the individual and investigate and put the least restrictive plans in place to try and protect that person. As a society, we all have a responsibility to protect vulnerable people from all forms of harm or neglect.

Q. Do you deliver training to members of the public?
A. The Adult Support and Protection Committee also has a wider public protection remit and in Highland we see it as part of our ethical requirement to try and make sure the information and awareness is as widely available as possible to ensure that most of the public are equipped and able to recognise harm and protect people.

Q. How do you switch off away from work?
A. I like to keep fit as I think that physical activity is the best antidote to stress and managing my mental health. I run as often as I can and I also go to the gym. I’m interested in social justice and politics and I feel those interests sit well with a career in social work. I also enjoy football, hillwalking and spending time in my garden.
THE INTEGRATED Care Assessment Team (ICAT) was established in 2016 to provide a high quality person centred service for individuals within the Helensburgh and Lomond locality who require health and social care support when they are discharged from hospital.

The team is managed by Julie Cameron, who is also a team leader/mental health officer, and consists of a number of staff with a wide range of experience and skills including:

- Community nurse
- Occupational therapist
- Social work assistants
- Information worker
- Delayed discharge manager

The ICAT aims to ensure a quick and responsive service for patients through assessing and facilitating an individual’s discharge, reducing the length of time that a patient may need to stay in a hospital, preventing unnecessary hospital admissions and streamlining the provision of health and social care services at the point of need for patients.

The team also works closely with a range of other health and social care professionals including local reablement workers, social services, district nursing and allied health professionals.

This greatly helps with the facilitation of discharge from hospital for these patients and ensures that appropriate services are in place when an individual patient is discharged.

Team leader, Julie Cameron, said: “The members of the Integrated Care Assessment Team bring with them a wide range of skills and experience and we all work together to ensure that we make a real positive difference to local residents in Helensburgh and Lomond who require our support.

“One of the main ways we do this is through working closely with our colleagues in the various hospitals within NHS Greater Glasgow & Clyde to ensure that all the required support is in place back home for residents so they can be discharged from hospital in a timely manner.”
NHS Highland has announced the architects for the proposed new hospitals in Badenoch and Strathspey and Skye.

Hub North Scotland Ltd has been formally appointed by NHS Highland to deliver the new facilities and architectural firms Oberlanders from Edinburgh and Highland-based Rural Design have won the contract for the design.

This is an innovative partnership as it is unusual for practices to work together in this way. It will draw on Rural Design’s passion for designing award winning buildings in the Highlands and Oberlanders’ skills in delivering first class healthcare buildings. The result should be facilities which sit well in their setting and delivers wider benefits to the local community.

NHS Highland’s head of estates Eric Green said: “NHS Highland is delighted to announce that we have named two Scottish companies to work on the design and construction of the proposed new hospitals in Badenoch and Strathspey and Skye.

“Both Rural Design and Oberlanders have a track record of delivering sustainable and innovative design and we look forward to working with them on this project. Their partnership means that the building envelope and exterior will be designed in Highland which develops the capacity and experience of the local supply chain.”

Both hospitals form part of a wider redesign across Badenoch and Strathspey and in Skye, Lochalsh and South West Ross. The redesign across both areas will see the eventual closure of Ian Charles Community Hospital in Grantown-on-Spey and St Vincent’s Hospital in Kingussie and a new, modern integrated health and social care ‘hub’ in Broadford and a ‘spoke’ facility in Portree.

NHS Highland’s deputy director of operations for NHS Highland’s Inner Moray Firth operational unit, Georgia Haire, said: “This marks a significant point in the formal redesign process and we hope to be in a position to provide details of how the proposed new hospital will look in the near future.”

Gill McVicar, director of operations for the health board’s north and west operational unit, said: “This is a milestone in the formal redesign process and brings us one step closer to having a state-of-the-art facility for the people of Skye, Lochalsh and South West Ross.”

Hub North Scotland is the driving force behind the planning, procurement and delivery of community-based infrastructure projects across the north of Scotland, working with partners across healthcare and education. The project is being procured through a design, build finance and maintain model.

Rural Design is an award winning Skye-based firm that work on residential, community and education projects throughout Scotland and abroad.

Established in 1983, Edinburgh-based architects Oberlanders have significant experience in delivering healthcare projects and are currently working on the Critical Care Upgrade at Raigmore Hospital.

TRADE VISIT BRIEFING

NHS HIGHLAND is working with businesses, enterprise agencies and business support organisations to help provide ‘trade’ visits to Belgium and the Netherlands.

The board’s research, development and innovation (RD&I) division is involved in the SHINE EU-funded project to help small to medium businesses collaborate with the public sector to market their healthcare products and services internationally.

A meeting (delegates pictured left) was held in Inverness this month to put the final touches on preparations for a financially supported visit to the Netherlands this September.

NHS Highland’s innovation consultant Alan Whiteside said: “Today provided us with an opportunity to get together with interested businesses and individuals to discuss the SHINE programme and how it can benefit their business.

“The upcoming visit in September is the first of many and this is an ideal opportunity for businesses to take their products into the health sector in other European countries.

“NHS Highland’s RD&I department will support clients through a process which has huge potential for collaboration with businesses, enterprise agencies and healthcare providers in the UK and Europe.”

There is still time for small to medium enterprises to join the project. To find out more visit the SHINE website at: http://www.northsearegion.eu/shine/
Argyll and Bute Health and Social Care Partnership (HSCP) launched an exciting new online information and support service in Campbeltown Grammar School this month.

The online service called Cool2talk, [www.cool2talk.org](http://www.cool2talk.org) started on 14th June.

Cool2talk is a responsive, safe space for young people across Argyll and Bute to get their questions answered in the knowledge that they will be responded to promptly by a trained, knowledgeable person who won’t judge, but will offer information and guidance.

Sam Campbell, senior health improvement specialist for the HSCP, said: “We were delighted to launch Cool2Talk, a new online information and support service for young people across Argyll and Bute. This new resource aims to respond to young people promptly with information and guidance.

“Questions posted to the Cool2Talk website will be answered within 24 hours/365 days per year so young people can get access to information which is written specifically for them.

“The questions they ask and the answers received will then be posted anonymously on the website so everyone can benefit from the information. The website doesn’t ask for personal information and doesn’t identify the person who is asking the question.

“Not only will the website contain a resource for parents/carers and professionals, it will also include a directory of local/national services on a range of various topics that have been highlighted by young people as important.

“Young people using the site can also access online support from a qualified counsellor one evening per week at the One2One session. This is presently only available once a week but we are currently investigating plans to extend this further.

“The service can offer up to 50 minutes of online support with the trained counsellor and users can access up to four sessions. After this they will be referred on to an appropriate service which can provide longer term support, if necessary.

“We have also appointed four highly skilled and knowledgeable workers in Argyll and Bute who have already begun their training to use the website and answer the questions posted by young people.

“This valuable service offers reassurance, encouragement, information and advice on any health related issue and, if required, signposting to appropriate local or national services.”

Cool2Talk is a partnership project between NHS Highland, NHS Tayside, Argyll and Bute Council and Argyll and Bute Alcohol and Drug Partnership

The website is based in NHS Tayside where it has successfully run for over ten years

Cool2Talk is also being offered to young people in the Western Isles and Dumfries and Galloway

Cool2Talk has initially been launched as a 3 year pilot which will run to the end of March 2020

NEW APPOINTMENT

ARGYLL and Bute Health and Social Care partnership (HSCP) has appointed a new locality manager for the Cowal and Bute area.

Alison McKerracher, a physiotherapist by profession, recently joined the HSCP from NHS Lothian.

Alison spent 20 years of service in NHS Lothian. Before joining the HSCP she managed a team of 50 physiotherapists covering two hospitals.

Alison, who knows the Argyll and Bute area very well, said she was delighted to join the HSCP as locality manager for Cowal and Bute and that she was enjoying the challenges that her new role was giving her.

Alison added she was looking forward to working closely with colleagues to build on what has already been achieved in the locality since the set up of the HSCP.

Christina West, chief officer for the HSCP, said she was delighted to welcome Alison, adding that her wealth of experience will be a real asset.
Dynamic duo recognised for promoting green policies

A DUO taking forward some ground-breaking work are the latest recipients of a Highland Quality Approach award.

John Burnside and Ruth Innes have been described as the “core” of NHS Highland’s environmental and sustainability team, quietly “taking forward some ground-breaking work which puts us right at the forefront of this agenda in NHS Scotland”.

Globally, healthcare is a major cause of pollutants and carbon emissions and there is a responsibility to address these issues.

Through their work John and Ruth have forged partnerships with Highlands and Islands Enterprise, the Highland Council, Scottish Water and Global Green Healthy Hospitals. They have also worked closely with Health Facilities Scotland and have gone the extra mile to assist colleagues in NHS Shetland and Orkney in producing their Sustainable Development Plan (SDP).

Examples of the work that John and Ruth have led on include: introducing the system “Warp It” allowing the recycling of items across NHS Highland and the Highland Council; instigating specialist reviews of NHS Highland’s water and utility bills which generated significant savings for the last financial year; and, in Raigmore, ensuring no more food waste is sent to the sewers through using anaerobic digestion systems that break-down organic material by micro-organisms in the absence of oxygen.

When presenting them with the award, David Alston, chairman, said: “I was really struck by all the initiatives that they have taken forward. This is something the organisation can be really proud of, in particular John and Ruth’s contribution.”

Nominations for Highland Quality Approach awards can be received from staff, patients, carers and the wider public for an individual or team employed by NHS Highland, or working as part of the wider NHS. The award will reflect on an individual or team, who has demonstrated actions and behaviours which epitomise everything about the Highland Quality Approach.

To make a nomination all you have to do is provide us some information in the People, Quality or Care category, using the following link.

Online training website

A NEW website for vocational learning and qualifications for staff in NHSScotland was launched this month.

Started on Thursday 15th June, the new website for vocational learning and qualifications is making it easier than ever for NHS support staff in Scotland to develop their skills and take the next step in their careers.

The NHSScotland SQA Qualifications Finder (www.sqa.org.uk/nhs) has been developed jointly by NHS Education for Scotland (NES) and the Scottish Qualifications Authority (SQA).

It is a one-stop website where support staff in the NHSScotland workforce can find information about vocational qualifications.

Over 70,000 people work in NHSScotland in a wide range of support roles and there are SQA qualifications designed to meet their learning needs, wherever they work.

The site provides information about every SQA qualification relevant to support staff as well as lots of advice to help staff choose the type and level of qualification most suitable for them.

It also helps people interested in a career in NHSScotland to understand what qualifications are available for each different role.

The site is updated regularly and contains details of hundreds of qualifications, from SCQF level 3 to SCQF level 11, which are organised by job family – from Business and Administration to Pharmacy Services.

After finding and clicking on a qualification, staff are taken to the SQA subject homepage for that qualification. This provides comprehensive information about the qualification including course content structure and content.
MORE THAN 270 NHS Highland employees were given Valuing Service Awards this month in celebration of their long service and dedication to the National Health Service.

At the ceremonies which, are held annually across Highland and Argyll & Bute, staff were recognised and honoured for 20, 30 and even 40 years’ service.

Congratulating the staff for their dedication, deputy director of HR, Gaye Boyd, told attendees: “You are valued by the NHS, you are valued by the organisation and, above all, you are valued by our patients.”

Some 166 employees celebrating 20 years of service were reminded that they started with the NHS the year Tony Blair was elected, Dolly the sheep was created; and there was a referendum in Scotland on devolution. Back then Titanic was being watched at the cinema and everyone was singing along to Barbie Girl by Aqua.

A total of 94 employees who marked 30 years of service saw them start their NHS careers the same year that Andy Murray was born; the 15th Bond film “The Living Daylights” premiered; and singer Rick Astley promised he was “Never Gonna Give You Up.”

More pictures of this year’s Valuing Service Awards are on the next two pages.
And the 12 people celebrating 40 years of NHS service were reliably informed they started with the NHS in the year the Queen had her silver jubilee; the Ford Fiesta went on sale for the first time, and Fleetwood Mac released their album “Rumours”. Back then people were either lost in the film world of Star Wars or strutted their stuff to Saturday Night Fever.

As staff were presented with their awards, NHS Highland non-exec director, Melanie Newdick, added: “You are the experts in the NHS, not just once but many times over and these awards are a small way for us to recognise that.”

There are no captions here – see who you can recognise...
Laughter is the best medicine

ONE OF Scotland’s best loved actresses was in Inverness this month to take part in a session of laughter yoga.

Elaine C. Smith, famous for her role in Scottish cult classic Rab C. Nesbitt, visited the Corbett Centre to film her new television programme due to be broadcast later this year.

The laughter yoga sessions are organised by NHS Highland social worker Natalie Thomson and encourage participants to embrace their inner child and reap the physical and mental health benefits.

Natalie said: “We were delighted to welcome Elaine C. Smith to the Corbett Centre to take part in our laughter yoga session. Elaine was a good sport and joined in the fun.

“Making people laugh comes naturally to Elaine but she soon learned that laughter yoga does not rely on humour or jokes. Guided laughter exercises encourage a sense of playfulness enabling us to laugh for no reason – and it is fair to say she enjoyed herself.”

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

“As children, we laugh unconditionally throughout the day, however we don’t do that as adults,” Natalie explained. “Laughter yoga sessions involve laughter exercises and yoga breathing.

“We can laugh even when we don’t feel like laughing, as fake laughing soon becomes real laughter – and real laughter is contagious. Elaine was fantastic company and everyone enjoyed the experience.”

If, like Elaine, you’re interested in laughter yoga, classes are held on the second Monday of every month at 7pm in the Corbett Centre. The classes are free and no booking is required.

Elaine C. Smith’s new series ‘Burdz Eye View’ starts on STV this autumn.

Memory Garden

Dounreay apprentices have recreated an iconic red telephone box for a dementia memory garden at the Town and County Hospital, Wick.

In April 2016 the Dounreay apprentices were asked to help on a community project by building an old style telephone box.

The apprentice scheme has a long history of working on community projects and the apprentices were eager to help.

Mark Fraser designed the box during his placement in the Design Office and, along with Jimmy Budge, carried out the majority of the build work. Jordan Munro, Curtis Coghill, Jack Hamilton and Shauna Malcolm also helped on the project.

Carol Robertson, apprentice training manager, said: “The apprentices have produced an excellent piece of work and you would have difficulty distinguishing between an original phone box and the one they have created.”

Memory gardens have been found to help people with dementia. It can be a peaceful place to sit and relax and a safe place for patients to walk around in.

Marion Marke, a Town and County volunteer responsible for the garden, said: “A huge thanks to you all. We are absolutely delighted with the telephone box and we are indebted to Jimmy, Mark, and their colleagues for the amount of work they have carried out making such a beautiful feature for our memory garden.”
CAITHNESS

Natural beauty helps patients

A PROJECT aimed at using the natural beauty of Caithness to support people to overcome mental ill-health has been hailed a success by participants.

NHS Highland’s vocational support team established a programme of work that combined the natural beauty of the area with mindfulness techniques, poetry and yoga.

And the ‘Natural Connections’ project, which is funded by Scottish Natural Heritage, has proved so popular that more sessions are planned.

NHS Highland’s vocational support team manager Heather Jappy, said: “We are delighted that there has been a positive response from those who joined in our ‘Natural Connections’ programme, which aimed to utilise the stunning natural beauty of Caithness to improve mental health and wellbeing.

“There is clear evidence to suggest that being in the great outdoors improves health outcomes through inspiring and enjoyable activities such as walking and yoga. We are lucky to live in such a beautiful environment and we were able to use the breath-taking beauty in Caithness to the advantage of our clients.

“We ran a four-week course for seven participants last month which included walks in Newton Forest in Wick, mindfulness sessions, poetry and language and the feedback we received was so positive we decided to plan another two sessions which are already underway.”

The vocational support team was established in 2014 and offers one-to-one support to help people to remain in or find new employment or training. Clients are supported to complete a personal development plan which identify goals and what support can be put in place to overcome any barriers to achieve them.

The service is split into two teams: a north team based in Thurso and the other in Inverness. Overall, they have supported 170 people across the north of Scotland to achieve their goals.

NHS Highland’s vocational support occupational therapist Debbie Malcolm said: “The ‘Natural Connections’ programme is yet another example of the vocational support team supporting adults in Caithness with mental ill-health.

“We asked the participants to complete an evaluation form at the end of the group and the feedback was fantastic. Clients reported that the sessions helped increase their confidence and interaction with others while improving their mental health through physical activity.

“The second four-week group are already half-way through their course and once again we’ve had positive feedback. We’re hopeful that this can become a regular piece of work as the results so far are there for all to see.”

Alan Macpherson from Scottish Natural Heritage said: “Scotland’s natural environment is important for people’s health and wellbeing. We have been delighted to fund this innovative project to demonstrate how nature-based activities can be used successfully in local health and social care delivery, contributing to a healthier Scotland.”

Sustainable survey

WAVERLEY CARE plan to develop new education programmes and resources and now want to consult with as many young people as possible to gain an understanding of how to develop their service.

So they have created an anonymous questionnaire for people aged under-25 to tell them exactly what they want to know about sexual health and relationships.

Click here to access the questionnaire.
A FUNDRAISING drive has brought benefit to both patients and staff in the Stroke Unit at Raigmore Hospital in Inverness.

A tracking hoist, used for patient transfer, and a tilt table, which helps patients who are unable to stand up on their own, were officially presented to the unit’s Physiotherapy Team this month by the Manson family, from Inverness, and the Waterside Hotel.

Beverley Manson had been a patient in the unit and, as her husband Nicol explained, they wanted to give something back.

He said: “It was great to be in the unit to officially mark the donation and of course to see the staff again.

“We wanted to do something in recognition for all that they do for stroke patients and it’s good to hear that these two items will make such a difference.”

Mr Manson explained that a number of fundraising activities had been held at the Waterside Hotel, led by Lara McLeod from the management team, including race nights and raffles.

Donations were also received from the Inner Wheel Club of Inverness; the Rotary Club of Inverness, the Rotary Club of Inverness – Culloden.

The Manson family also contributed to the fund.

Mary Nicolson, advanced physiotherapy practitioner in Neurology, was delighted at the donation.

She said: “We are overwhelmed as a department with this donation. Having these items will really help in the day to day of our job and will be of a real benefit to patients.”

“Huge thanks to the Manson family for the continued support of the unit and to everyone involved in this donation. It is very much appreciated.”

Rotary Club of Inverness – Culloden. The Manson family also contributed to the fund.

Mary Nicolson, advanced physiotherapy practitioner in Neurology, was delighted at the donation.

She said: “We are overwhelmed as a department with this donation. Having these items will really help in the day to day of our job and will be of a real benefit to patients.”

“Huge thanks to the Manson family for the continued support of the unit and to everyone involved in this donation. It is very much appreciated.”

FUNDRAISING

Businesses help family

A FUNDRAISING drive has brought benefit to both patients and staff in the Stroke Unit at Raigmore Hospital in Inverness.

A tracking hoist, used for patient transfer, and a tilt table, which helps patients who are unable to stand up on their own, were officially presented to the unit’s Physiotherapy Team this month by the Manson family, from Inverness, and the Waterside Hotel.

Beverley Manson had been a patient in the unit and, as her husband Nicol explained, they wanted to give something back.

He said: “It was great to be in the unit to officially mark the donation and of course to see the staff again.

“We wanted to do something in recognition for all that they do for stroke patients and it’s good to hear that these two items will make such a difference.”

Mr Manson explained that a number of fundraising activities had been held at the Waterside Hotel, led by Lara McLeod from the management team, including race nights and raffles.

Donations were also received from the Inner Wheel Club of Inverness; the Rotary Club of Inverness, the Rotary Club of Inverness – Culloden.

The Manson family also contributed to the fund.

Mary Nicolson, advanced physiotherapy practitioner in Neurology, was delighted at the donation.

She said: “We are overwhelmed as a department with this donation. Having these items will really help in the day to day of our job and will be of a real benefit to patients.”

“Huge thanks to the Manson family for the continued support of the unit and to everyone involved in this donation. It is very much appreciated.”

Rotary Club of Inverness – Culloden. The Manson family also contributed to the fund.

Mary Nicolson, advanced physiotherapy practitioner in Neurology, was delighted at the donation.

She said: “We are overwhelmed as a department with this donation. Having these items will really help in the day to day of our job and will be of a real benefit to patients.”

“Huge thanks to the Manson family for the continued support of the unit and to everyone involved in this donation. It is very much appreciated.”

A NURSE practitioner at Raigmore Hospital has given her heartfelt thanks to colleagues for supporting her family’s plans to hold a charity dinner/dance in memory of her brother next month.

Evie Jack said she and her family cannot thank her colleagues in the Raigmore Emergency Department enough for the ‘fabulous support’ they have shown to a memorial event for her brother George.

Father of two George, 36, tragically died earlier this year after an incident involving a car while walking home through the Black Isle village of Avoch on New Year’s Day.

The idea for the event came because George, chair of the Avoch Amenities Association and a keen supporter of the local community, was often seen helping out and doing maintenance jobs at the association’s pavilion in the village.

As a memorial, Evie and her family decided to organise a charity dinner/dance on Saturday 22nd July (this would have been Georges 37th birthday) to raise money for both the Avoch Amenities Association (AAA) and the emergency department at Raigmore Hospital.

To be held at Maybank Village Hall, Evie said her colleagues had helped turn what could have been a very sad date into a happy one.

She said: “To be honest, I had been dreading George’s birthday and knew I had to do something positive to mark the occasion, I have been delighted by the support of my colleagues, with so many of them attending the dinner/ dance.”

On top of the 150 seat dinner/dance being a sell out, she said her colleagues had also donated generously to the raffle and auction to be held during the event.

Evie, said: “As a family, we are especially grateful to the amount of support from my colleagues in the emergency department/out of hours department have given, and we would like to say a big ‘thank you’ to them all.”

Evie said local businesses such as Loch Ness Gin and the Black Isle Brewery have also generously supported the event along with many other local businesses who have kindly donated raffle prizes and items for the auction.

‘Scott Sinclair’ of Carlton Discos, Arbroath is to DJ on the night.

TUBERCULOSIS

Report symptoms

NHS HIGHLAND staff working directly with patients or lab specimens may be exposed to various infections including tuberculosis (TB).

Despite BCG vaccination and standard infection control precautions there is still a small risk they could be exposed to TB and become infected.

Healthcare workers also have a professional duty to ensure they do not place their patients at risk of infection should the healthcare worker become infected.

Common symptoms of TB can include: a persistent cough which lasts more than several weeks, losing weight for no obvious reason, fever and unusual sweating at night, a general and unusual sense of tiredness and being unwell, and coughing up blood.

Staff members who have any of these symptoms should discuss them with their GP and ensure their GP is aware of their work and the risk of TB so it can be considered as a possible diagnosis.

Staff members should also contact NHS Highland’s Occupational Health Service on 01463 704499 or online via the Self Referral section on the Occupational Health intranet page as soon as possible.

Heartfelt thanks to ‘kind colleagues’

A NURSE practitioner at Raigmore Hospital has given her heartfelt thanks to colleagues for supporting her family’s plans to hold a charity dinner/dance in memory of her brother next month.

Evie Jack said she and her family cannot thank her colleagues in the Raigmore Emergency Department enough for the ‘fabulous support’ they have shown to a memorial event for her brother George.

Father of two George, 36, tragically died earlier this year after an incident involving a car while walking home through the Black Isle village of Avoch on New Year’s Day.

The idea for the event came because George, chair of the Avoch Amenities Association and a keen supporter of the local community, was often seen helping out and doing maintenance jobs at the association’s pavilion in the village.

As a memorial, Evie and her family decided to organise a charity dinner/dance on Saturday 22nd July (this would have been Georges 37th birthday) to raise money for both the Avoch Amenities Association (AAA) and the emergency department at Raigmore Hospital.

To be held at Maybank Village Hall, Evie said her colleagues had helped turn what could have been a very sad date into a happy one.

She said: “To be honest, I had been dreading George’s birthday and knew I had to do something positive to mark the occasion, I have been delighted by the support of my colleagues, with so many of them attending the dinner/ dance.”

On top of the 150 seat dinner/dance being a sell out, she said her colleagues had also donated generously to the raffle and auction to be held during the event.

Evie, said: “As a family, we are especially grateful to the amount of support from my colleagues in the emergency department/out of hours department have given, and we would like to say a big ‘thank you’ to them all.”

Evie said local businesses such as Loch Ness Gin and the Black Isle Brewery have also generously supported the event along with many other local businesses who have kindly donated raffle prizes and items for the auction.

‘Scott Sinclair’ of Carlton Discos, Arbroath is to DJ on the night.
A RURAL Argyll and Bute GP, Dr Kate MacGregor from Taynuilt medical practice, has won the coveted title of ‘GP of the Year’.

Dr MacGregor was nominated for the prestigious Royal College of General Practitioners award by the family of a patient who suffered with Multiple System Atrophy, a rare condition.

In the nomination, Dr MacGregor was praised for working hard to get to grips with the disease.

The family said she made sure the continuity of care offered to the patient was not broken by co-ordinating the care the patient received with specialists and a wider team. She even offered the patient and the family her personal mobile number.

She also checked on the patient while she was abroad and offering care to the family and trying, as far as she could, to ensure that care could be received in the patient’s rural home.

Most notably, it was Dr MacGregor’s compassion that led the partner of the patient say that she should be held up as an example to the public of the genuine difference that the GP can make to patients and their families at what can be the bleakest point of their lives.

Kate said: “I was delighted to receive the award of GP of the Year from the Royal College of General Practitioners. “It meant even more to know that my initial nomination was from a patient’s family after she sadly died. My greatest satisfaction in general practice is being able to help people when they need it most.

“As GPs, we are in a pivotal and unique position to provide assistance from a number of angles ranging from simply listening to organising more complicated intervention or assistance. “Occasionally this means working outwith our normal hours, but in certain circumstances it means so much to patients and is time well spent. I have been a GP for 25 years and I am happy to say that I still love my job!”

CROMARTY

NHS Highland is to take on the responsibility for the patients registered with Cromarty Practice from Monday, 3rd July.

Initially this will be provided through a mixture of locum cover working from the Practice with input from GPs based at the Munlochy Practice.

The move comes following the decision by partners to hand the Practice back to NHS Highland due to recruitment difficulties.

NHS Highland has also not yet been able to recruit and so has had to put in place some temporary arrangements.

Patients will receive care from locums based at the Cromarty practice with any gaps picked up the Munlochy practice. NHS Highland confirmed that emergency on the day appointments will continue to be available but in some cases patients may have to travel to Munlochy.

NHS Highland’s Clinical Director for south and mid, Dr Stewart MacPherson, said: “I recognise the arrangements are not ideal and I would like to apologise to patients for any inconvenience.

“As well as not being able to recruit GPs to take on the practice we have also not been able to secure enough locum doctors. I am extremely grateful to colleagues in the Munlochy practice for stepping in and providing contingency cover.”

He added: “Attempts to recruit have not been successful, however we did have some expressions of interest and I remain hopeful we will secure a more permanent solution in due course. Until this is resolved, patients can be reassured that NHS Highland will be responsible for providing the service.

“Going forward, we may have to think quite differently around what the new model will look like but we will look at any options in discussion with local people and staff.”

Cromarty practice had experienced difficulty in recruiting medical staff for several years, and despite strenuous efforts they were not able to resolve the problem, making the current model unsustainable.

He said that the situation in Cromarty reflects wider challenges across the whole of Scotland.
ROCK CHALLENGE

First class result for Dingwall Academy

DINGWALL ACADEMY secured first place at the 2017 Rock Challenge Scottish Final on Friday.

They were one of four schools representing Highland at the event which aims to inspire, engage and motivate young people to make healthy and positive lifestyle choices.

Over 1,700 people attended the event at Dundee’s Caird Hall which saw the Ross-shire school come top of the class.

Invergordon Academy and Alness Academy, the defending champions, came third and fifth respectively while Thurso High School also proudly represented Highland at the event, which was attended by sponsors, local authority figures and special guests.

The initiative is organised by the Be Your Best Foundation and supported by Safer Highland and the Highland Alcohol and Drugs Partnership, both of which are multi-agency partnerships that promote community safety.

The Highland Alcohol and Drugs Partnership development manager, Sharon Holloway, said: “Congratulations to all of the Highland schools who took part in this fantastic event. The hard work the pupils have put into this was reflected by the high level of performances on display.

“Everyone who performed should be very proud to have played a part in such a brilliant evening. These events play an important part of our prevention strategy through utilising the performing arts to make positive life choices that encourage youngsters to be their best without the use of alcohol, drugs or tobacco.”

COMMUNITY CAFE

Three Inverness councillors were on hand to mark the grand opening of a new community café this month.

Pictured left to right is Councillor Alex Graham, Kate MacLean, Councillor Bill Boyd and Councillor Graham Ross, at the Bught Stop on Torvean Avenue.

Kate MacLean, NHS Highland’s community development officer, said: “I was delighted to welcome the councillors to officially open the community café.

“This is the result of a lot of hard work by the community council and Ness Bank Church.

The Bught Stop will host a café for locals twice a week with tea, coffee and home baking on sale for as little as 50p.

“The Bught Stop is a small but widely used resource and we are delighted to welcome people of all ages to come along on Tuesdays between 2pm-4pm and Thursdays from September between 10am-12pm.

“It’s vital that we provide opportunities for people who feel isolated or lonely to get out the house and come along for a cuppa and a chat.

“So we pleased to be able to offer them a chance to meet new people and sample some fantastic home baking twice a week.”

There is a disabled-access toilet on the premises and a ramp to allow easier access to the Bught Stop.
Viktoriya enjoys her Raigmore exchange

NHS HIGHLAND recently played host to staff nurse Viktoriya Kryvoruchko from Italy.

Viktoriya who is from Cles, a town in Northern Italy, spent three weeks at Raigmore Hospital in Inverness, as part of her masters degree.

Her course in Management and Coordination specified an external internship as part of the programme in order for her to become a charge nurse.

She said: “The internship can be either in the region or out with it. I did my first one in Italy, and I wanted to do further afield for my second bit.

Viktoriya spent her three weeks in the Emergency Department at Raigmore and with the staff in Ward 5C.

She said: “During my time here I have seen many things and while some processes are the same there are things that are different.

“I work in the Emergency Department in Italy and I have seen things I can take back to Italy which could improve the service we provide. You use protocols and checklists here which I think are very useful. Some things are different. For example, we’re all electronic in Cles. We don’t use paper.

“There are some processes that we do faster, such as patients coming in for Orthopaedics or Paediatrics would go straight through to that department unless they needed resuscitated in ED.”

Viktoriya added that her own department and the ED in Raigmore see about the same number of patients but had slightly less staff. She works in what she would call a mountain hospital which she describes as being similar to Raigmore and the surrounding area.

She said: “This is my last experience before my last exam and I also need to complete my thesis in December this year.

“My thanks to everyone who has supported me during my time here, in particular my tutor Lorna who has been very supportive. I am sure we would be more than happy to return the favour if someone from here wanted to come to Italy.”

VISITORS

College presidents visit Belford

PRESIDENTS AND delegates from the Philippine Colleges of Physicians, Surgeons, Obstetricians and Gynaecologists and Paediatricians visited the Belford Hospital to learn about training and development this month.

Four College presidents joined the immediate past president of the Royal College of Surgeons of Edinburgh, Mr Ian Ritchie, and ministry officials on a tour of the Fort William hospital.

NHS Highland’s consultant physician at the Belford Hospital, Dr Patrick Byrne, said: “It is a unique honour for the Belford Hospital and NHS Highland to receive a delegation from the Philippines and the past president of the Royal College of Surgeons of Edinburgh.

“They were keen to see how training can be delivered in smaller units in remote and rural settings. That the delegation chose to attend the Belford Hospital to gain an understanding of how this can be done underlines the reputation the hospital has for training and development.”

The 14 delegates were welcomed by NHS Highland’s chief executive Elaine Mead, the director of operations for the N&W operational unit, Gill McVicar, and the Belford’s clinical director Dr Brian Tregaskis. Dr Emma Watson, NHS Highland’s director of medical education, and Miss Alison Bradley, a surgical trainee, gave presentations.

VISITORS

PRESIDENTS AND delegates from the Philippine Colleges of Physicians, Surgeons, Obstetricians and Gynaecologists and Paediatricians visited the Belford Hospital to learn about training and development this month.

Four College presidents joined the immediate past president of the Royal College of Surgeons of Edinburgh, Mr Ian Ritchie, and ministry officials on a tour of the Fort William hospital.

NHS Highland’s consultant physician at the Belford Hospital, Dr Patrick Byrne, said: “It is a unique honour for the Belford Hospital and NHS Highland to receive a delegation from the Philippines and the past president of the Royal College of Surgeons of Edinburgh.

“They were keen to see how training can be delivered in smaller units in remote and rural settings. That the delegation chose to attend the Belford Hospital to gain an understanding of how this can be done underlines the reputation the hospital has for training and development.”

The 14 delegates were welcomed by NHS Highland’s chief executive Elaine Mead, the director of operations for the N&W operational unit, Gill McVicar, and the Belford’s clinical director Dr Brian Tregaskis. Dr Emma Watson, NHS Highland’s director of medical education, and Miss Alison Bradley, a surgical trainee, gave presentations.

College presidents visit Belford

VISITORS
Fit Homes wins prestigious prize

A GROUND-BREAKING Highland project that could transform the lives of people with complex health needs by combining modular home design and ‘Internet of Things’ technology has won the prestigious Saltire Society’s ‘Award for Innovation in Housing’.

Led by a unique partnership between Albyn Housing Society, Carbon Dynamic and NHS Highland, the project will see the development of Fit Homes, which will host various levels of sensors designed to capture data and associated predictive health analytics.

Developed through co-design with partners, potential tenants and health and care professionals, this ground-breaking approach could potentially help prevent episodes or events leading to illness, as well as enable the NHS to support more people at home, prevent hospital admissions and enable hospital discharge.

Now in their 80th year, the Saltire Society Housing Design Awards celebrate excellence and achievement in Scottish house building and place-making. The winners were announced during a ceremony in Edinburgh on 21 June by guest chair Dame Seona Reid and Kevin Stewart, MSP, minister for Local Government and Housing.

Speaking of the win, Professor Angus J M Watson, director of research, development and innovation at NHS Highland (pictured above), said: “Winning this award is a fantastic reward for many years of hard work and demonstrates the immense value that can be delivered through collaboration.

“Integrating homes with health is key to this project. Using our population to ‘crowd source’ the design of the homes is highly novel and puts tenants at the centre of this program.”

Lucy Fraser, head of Innovation at Albyn Housing Society, said: “The central concept of these high-quality, sustainable homes is that they will include ambient, physiological and building sensors to collect data that can be monitored and responded to by a variety of agencies – potentially transforming the way health and social care is delivered as populations across the globe continue to grow older.”

Matt Stevenson, managing director at Carbon Dynamic, added: “The project also delivers exceptional social and environmental impact, which is precisely what the Saltire Awards aim to promote. Fit Homes are low energy, built from sustainable and natural materials and highly adaptable to the changing needs of their residents.”

The pilot phase – 16 homes at Dalmore in Alness, Ross-shire - will provide proof of concept. The project concepts are being supported by a Scottish Government housing grant and funding from the Inverness- Highland City – Region Deal, whilst researchers at the University of the Highlands and Islands will develop the proof of concept research with financial support from the Digital Health and Care Institute.

The Data Lab – the Scottish Innovation Centre charged with generating economic, social and scientific value from big data – is also supporting the project by funding research into predicting falls, led by Prof Susan Craw, an AI expert at Robert Gordon University.
Pharmacy graduates celebrate

EIGHTEEN MONTHS of study by two members of NHS Highland’s pharmacy team have been recognised by Scotland’s Chief Pharmaceutical Officer, Rose Marie Parr, at a graduation event in Edinburgh.

The event marked the completion of the Pharmacy Management Clinical Leadership in Pharmacy programme. The NHS Highland programme graduates, principal pharmacy technician Audrey Campbell and lead pharmacist in the South and Mid Highland Operational Unit, Thomas Ross, were congratulated by Sharon Pfleger, NHS Highland’s consultant in Pharmaceutical Public Health, the graduation ceremony chair.

Record takers’ success

The importance of accurate and effective health record keeping is an essential element in the delivery of health and social care services for local communities served by the Argyll and Bute Health and Social Care Partnership (HSCP).

The HSCP has therefore been keen to support health records staff in undertaking an Institute of Health Records and Information Management (IHRIM) certificate.

This health record training programme helps staff to build on their existing knowledge and ensures that there is consistency across Argyll and Bute with regard to health record keeping.

The latest tranche of staff have now succeeded in gaining the qualification and were presented with their certificate by Alison McKerracher, the HSCP Locality Manager for Cowal and Bute.

Alison McKerracher said: “This is a really excellent training programme for health records staff as it helps them build on their skills and knowledge and ensures that they remain up to date with any changes to national policy. “I was therefore delighted to be asked to present the IHRIM certificates to the staff and I would like to congratulate all of them on their achievement and for their continuing commitment to delivering an excellent service for our local communities.”

The following candidates were successful: Sam Patrick – Victoria Hospital, Rothesay; Karen McLagan – Cowal Community Hospital, Dunoon; Ellie Kerr – Cowal Community Hospital, Dunoon; and Anne Spark – Cowal Community Hospital, Dunoon
A number of activities took place across Highland to mark Breastfeeding Awareness Week this month.

Breastfeeding support groups met up and had coffee mornings or tea parties to mark the occasion.

In Inverness, Mairi Hedderwick, author of the Katie Morag books, gave a reading at Inverness Botanic Gardens. Another well attended event was the breastfeeding photo shoot at Whin Park (pictured right). Local mums were attended the park with the photo shoot being used as an opportunity to raise awareness about breastfeeding.

NHS Highland has produced a video to encourage women to consider taking part in cervical screening this month.

Each year approximately 300 to 400 women are diagnosed with the condition in Scotland and it is the most common cancer among women aged 35 and under.

And NHS Highland has used the story of Joanne Macpherson from Ullapool to highlight the importance of cervical screening during Cervical Screening Awareness Week from 12th to 18th June.

Joanne said: “Without cervical screening I wouldn’t have survived. I was 27 when I had a routine cervical screening test that saved my life.”

The cervical screening test - also known as the ‘smear test’ - is designed to pick up changes in the cervix so that they can be monitored or treated.

Joanne continued: “I visited my GP and they noticed my screening was due and advised me to do it while I was there. When the result came back I was sent down to Raigmore for a colposcopy and was quickly called for a biopsy.

“I remember clearly how I received my diagnosis: I was at work and my partner phoned to tell me my GP had been trying to get in touch. I was told I had cervical cancer and I would be admitted to hospital at the weekend. I had my diagnosis on the Wednesday evening and I was in hospital in Aberdeen on the Sunday night.”

Joanne had a hysterectomy but as the cancer was detected early enough she did not require any chemotherapy or radiotherapy.

“It all happened so quickly,” she explained. “I received my diagnosis in July 2002 and had my operation at the beginning of August that year. I am lucky to be here and very grateful for what I have.

“I have a good job, my health and a loving family. At the time I didn’t think I was so lucky but I appreciate now that I am. I wanted to share my experience as one in four women don’t take up the opportunity to have this life-saving test.

“Taking part in cervical screening meant my cancer was detected early meaning my treatment was minimal and I could recover quicker.

“It’s important to me to raise awareness of cervical screening as it saved my life. I’d urge women to take up the invitation to take part in cervical screening.

“It will only take five minutes of your time – I wouldn’t be here to tell me story without it.

“There is nothing to be embarrassed about and the doctors and nurses are very welcoming and supportive.”

NHS Highland’s health improvement specialist Jane Chandler, said: “Nine out of 10 women who attend cervical screening will receive a normal result.

“Most women who don’t will be called back for further tests because cervical screening has detected cell changes which can be treated before they turn into cancer. Occasionally, as in Joanne’s case, cancer will be detected.

“When cervical cancer is picked up through screening, it tends to be diagnosed at an earlier stage which is associated with a better prognosis than an advanced stage of the disease.”

The video is available to view [here](http://www.getcheckedearly.org). More information on Cervical Screening Awareness Week is available at [www.getcheckedearly.org](http://www.getcheckedearly.org).
Around 40 former Highland district nurses and their friends attended an afternoon tea in Inverness earlier last month to lend their support to a book that was clearly close to their hearts.

The retired nurses were all there to have their copies of *Hebridean Heroines* by Catherine M Morrison signed by the author.

*Hebridean Heroines* provides a fascinating insight into the lives of women from the western isles of Scotland who worked as district nurses in the middle of the 20th century.

All the nurses attending the event at the Kingsmill Hotel on Thursday 2nd May 2017 had spent their careers working for the NHS during the period covered by the book.

Angela Macdonald, a retired Queen’s district nursing sister and visitor for retired Queen’s district nurses, said: “We all had a most wonderful time.”

*Hebridean Heroines* is available from www.islandsbooktrust.org

---

**SCOTTISH HEALTH AWARDS**

Call for ‘healing hero’ nominations

Nominations are being sought for the Scottish Health Awards 2017 perhaps the most prestigious and recognised awards ceremony for healthcare professionals within Scotland.

Run by the Daily Record, in partnership with NHSScotland and the Scottish Government, the awards are now well established in the Scottish calendar.

The Scottish Health Awards recognise the extraordinary work of the people on the frontline of healthcare provided by our NHS and its partners.

This year’s glittering awards ceremony will take place on 2nd November in Edinburgh.

There are seventeen award categories - whether it’s the local doctor or dentist, the support worker, nurse, paramedics or a volunteer.

No matter what their title, or where they are based, if they have made a difference, the organisers want to know about it.

NHSScotland is committed to providing sustainable high quality health services for the people of Scotland. Increasingly, health and social care services will be delivered in an integrated way focussing on prevention, anticipation and supported self-management.

Submit your nominations for the Scottish Health Awards 2017 online by 5pm on 31st August at www.scottishhealthawards.com
A number of activities took place in Raigmore Hospital during Dementia Awareness Week last month.

A stand was set up in the main corridor with leaflets covering different topics and one of our dementia champions, Kay Hendry (pictured above right), was on hand to chat to anyone who happened to pop by.

Ward 2C, the hospital’s Care of the Elderly ward, put up bunting and decorations for all to enjoy and they also put in place a ‘dementia tree’ where staff, patients and visitors were encouraged to write up their thoughts and feelings about dementia (right).

This was very well received and there are plans to put the finished tree in a permanent position in the ward.

Patients and visitors were also thrown a tea party on the ward, which was enjoyed by all (above).

ALZHEIMER SCOTLAND is hosting an event for NHS Highland staff that support people living with dementia and their families.

‘Confident Conversations about Technology’ is a new learning programme for all practitioners, delivery partners and front line staff developed by Alzheimer Scotland.

It intends to raise awareness of developments in technology and to support staff to acquire new skills and knowledge, enabling them to confidently embed conversations about technology into your portfolio of support.

Alzheimer Scotland’s senior technology co-ordinator Gillian Anderson said: “The ‘Confident Conversations about Technology’ sessions are designed for people who work alongside and have frequent conversations with people living with dementia, their families and carers.

“They aim to inform and enable practitioners to support people living with dementia, their families and carers to consider technology products and services as part of a wider care and support plan.

“The sessions are free and will equip colleagues with the tools and resources to make a successful, realistic change where they work.”

After the sessions, three months of online support is available from the technology team at Alzheimer Scotland.

The course will be held on Wednesday, 5th July 2017 at the Tulloch Caledonian Stadium in Inverness between 9.30am-4pm.

More information about the course can be found here.

Electronic triage

EHEALTH HAS completed a project which allows the Ear Nose and Throat service in North NHS Highland to electronically triage all referrals received into the Department whether they are received via SCI Gateway or on paper.

Reports have shown that this process has significantly reduced the average number of days (from seven days to one day) it takes to triage a referral.

Other benefits of eVetting include:

- Reducing the risk of paper referrals going missing.
- Ability to triage referrals more quickly. You don’t have to wait for the printed referrals to arrive.
- Reduces waste by no longer printing referrals and transportation of referrals around departments.

A video clip showing ENT’s experience of the new process is available to view on the project website.

For more information on implementing eVetting within your service and to view the video clip, visit the Appointment Types and eVetting Roll Out project website on the Intranet here.

By appointment

THE INVERNESS Donor Centre needs more donors to give blood by appointment.

Giving blood by appointment helps the centre provide a more efficient service. The centre can rely on receiving a specific blood type on that date, making it easier to regulate blood stocks and always have enough for patients’ needs.

Giving blood is easy and takes less than an hour including rest. Each donation can be split into three separate parts (red cells, platelets and plasma) so could save or improve up to three lives.

The Raigmore Hospital centre has appointments on Mondays at 2.30 to 5pm and 6pm to 7.30pm and Thursdays 11 am to 1.30pm.

To book an appointment call 0345 90 90 999
A recent assessment of the Sunroom in Campbeltown Hospital by an external team commissioned by Macmillan Cancer Support confirmed the Sunroom has retained the Macmillan Quality Environment Mark (MQEM).

The Sunroom first achieved the MQEM back in 2013. The development itself was supported by Macmillan Cancer Support and through local fundraising, has proved to be a valuable facility, enhancing the palliative care provided in the hospital.

Assessors highlighted many areas which have been improved upon since the facility received the initial award and congratulated staff for their efforts. Particular reference was made to hygiene, describing the facility as “exceptionally clean”. They also identified “staff are committed to providing high quality care in an environment that contributes to the enhanced well-being of people affected by cancer”. The adjoining outdoor courtyard was also praised for its thoughtful planting and therapeutic value.

Maggie Wilkieson, Macmillan nurse for Kintyre, said that the award is testament to the high standards staff strives for in the delivery of care, and this recognition was pleasing to all involved.

One recommendation made in the assessment was that further public involvement may be useful to further progress the success of the facility.

Anyone interested in joining a group to support the ongoing improvement of the Sunroom facility should contact Maggie Wilkieson on 01586555822.

PUBLIC HEALTH

Film success

EDEN COURT screened an acclaimed documentary about childhood trauma to a sold-out audience this month. ‘Resilience’ provides a challenging and compelling account of the biology of stress and the science of hope.

The film was shown in 25 venues across Scotland to an audience of over 3,000.

NHS Highland’s public health specialist Sally Amor said: “We know that adversity and trauma in childhood can have life-long consequences for health and wellbeing, be it poverty, family conflict, drug and alcohol misuse of physical, emotional or sexual abuse.

“Stress in childhood and adolescence changes a person’s biology, rewires their brain and makes them at greater risk of mental and physical ill-health. We also know that we can build resilience in children and young people so that these negative outcomes are less likely to happen.

“When children and young people have a connection with others and know they are valued and have meaning, the biological effects of trauma can be offset and they can do well and be healthy and happy. The showing of the film will start some useful and important discussion for those attending.”
SENIOR PUPILS at Fortrose Academy are being encouraged to make informed choices about alcohol and drugs this summer.

The north of Scotland will play host to a series of gigs and concerts over the summer months, and Black Isle Youth Development plans to distribute ‘festival bags’ to fifth and sixth year students at Fortrose Academy.

Black Isle Youth Development have produced the bags, which include items such as condoms, sunscreen, toothbrush, toothpaste, wipes, hankies, hand sanitizers, water, ponchos and information on the dangers of drugs and alcohol.

NHS Highland’s community psychiatric nurse for addictions and harm reduction, Joan Smith, the chair of Ross and Cromarty Drug and Alcohol Forum, said: “We want to give young people the opportunity to make informed choices about alcohol and drugs.

“We know that young people are attracted to these festivals and we hope that the information and the materials provided in the bags will help to keep them safe.”

Wanda MacKay, youth worker with High-Life Highland, said: “The bags were organised by first year pupils at Fortrose Academy, who generously gave their time to make sure all of the bags were equipped with essential items such as water, condoms, toothpaste and a toothbrush.

“We feel this is an ideal opportunity to provide young people with enough information to make sensible choices around the use of alcohol and drugs at these music festivals and in a wider context.”

Joan Smith added that: “The bags are also designed to encourage discussion around topics such as safe sex and the dangers of sunburn.

“We want young people to enjoy themselves at the music festivals that are taking place across Highland this summer, but it’s important that they do so safely.

“There will be welfare tents and emergency services at all of the events; however, we think it’s important to raise awareness of how to protect yourself and your friends from harm.”

The initiative is supported by the Highland Alcohol and Drugs Partnership, Ross and Cromarty Drug and Alcohol Forum, Tesco’s, Morrisons, Water Cooler Scotland, local dentists, Inverness College and Ailsa Gordon, NHS Highland’s oral health educator.
WE LIVE in momentous times and as de-
scribed in an earlier tale the Librarian and
his team are well used to change.

Taking a meander in the direction of health
promotion the staff have become increasingly
concerned about the nocturnal behaviour of
their distinguished leader. Increasing amounts of
local gin are being shipped in (under the auspices
of “market research”).

The walls of the inner sanctum are adorned
with portraits of librarians past and it appears
that after a “session” our leader often ends up
gibbering incoherently to these.

His favourite portrait is an oil of Sir Henry
(author of the classic Teddy boys don’t knit) who
served as Librarian in the 1960s/70s. The strange
thing is that there does seem to be some sort
of communication going on as often our front-
man comes away with some enlightened strate-
gies (he calls them “visions”) for service devel-
opments.

Anyway enough of this nonsense. Regular
readers will have discerned that from the begin-
ning of August ownership of the Highland Health
Sciences Library will transfer from University of
Stirling to the University of the Highlands and
Islands.

What will this mean for users of the service?

- **Nature of business**
  Will remain the same. Staffing and opening hours
  etc. will not be changed. There will be no
  changes to the library space and access.

- **Library membership**
  If you have signed a disclaimer allowing your
details to be transferred over to UHI your mem-
bership will continue seamlessly until your nor-
mal expiry date (i.e. the finishing date of your
contract, or a year from the date of joining/previous renewal).
If you haven’t signed the dis-
claimer, your membership will expire on July
31st and you will need to re-register.

- **Computer and network access**
  From Mid-July, users will notice that computers
  within the Library and Stirling campus rooms
  will be converted to UHI platforms and desktops
  in time for the 1st August transfer date.
  On 31st July, almost all current external user
  accounts will cease so you should expect to
  renew this for the next time you visit us after
  the 1st August. Please allow enough time to re-
  register yourself in advance of wanting to use
  the service. After re-joining, NHS Highland us-
  ers will continue to have the same access to the
  NHS Highland Network as they currently have
  through the Citrix platform.

- **Wi-Fi**
  The same range of Wi-Fi services will remain.

- **Printing**
  UHI will be installing a new fleet of printers on
  campus from mid-July. These feature secure ID
  printing so the process of collecting prints will
  change, information will be published nearer the
  time.

- **Phone numbers**
  UHI will be rolling out a new fleet of phones to
  all current staff at the library, so phone num-
  bers will be expected to change in the final
  week of July. These will be published as soon
  as they become available.

- **Email addresses**
  From 1st August these will be:
  Rob Polson – rob.polson@uhi.ac.uk
  Chris O’Malley – chris.omalley@uhi.ac.uk
  Ellen-Ann Novak – ellen-ann.novak@uhi.ac.uk
  General – hhsl@uhi.ac.uk

- **Customer services**
  LIS Customer Services Manager is Mike Burns
  (mike.burns@uhi.ac.uk) and Head of Libraries is
  Ruth Priest (ruth.priest@uhi.ac.uk).

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).
What does your job involve?
It says in my job description, “Providing spiritual care to patients, their relatives and to staff.” That’s really about listening to the other person with empathy and exploring what is happening to that person. Sometimes that will involve prayer, scripture readings or a blessing, often just being a presence.

How would you describe yourself?
5 foot 10 inches, brown eyes, brown hair. I hope, caring and compassionate, with a sense of humour.

Do you have any hobbies and interests?
I like walking, cycling and photography.

What was the first single you ever bought?
I have the most vivid memory of this! It was 1972 and I was in Boots in Princes Street, Edinburgh, and I borrowed 50p from my dad to buy Iron Horse by Christie.

What is your favourite food?
Whatever my wife has just made.

And what about your favourite film?
Am I allowed three? The Lord of the Rings trilogy.

And TV programme?
Masterchef.

Finally, what’s your favourite book?
Suite Francaise by Irene Nemirovsky

If you won £10 million in the lottery, what would you spend it on?
I would definitely pay off the mortgage but that would leave a lot to play with. So it would be great to support some of the local charities I’m involved with and a project in Italy that helps refugees.

What about a smaller sum; say £1,000?
A weekend away with the family.

If you could have dinner with three people, dead or alive, who would they be and what would you cook them?
Martin Luther for sure - very entertaining at the dinner table, Mahatma Ghandi for another worldview and Wolfgang Mozart to play for us. It would have to be vegetarian, so a lentil bake with eggs.

What are your pet hates?
People throwing stuff out of cars!

What are the best and worst things about your job?
The best thing is never knowing what’s going to happen next and who you are going to meet. The worst thing is people thinking they know exactly what you do all day.