

# NHS Highland



**Meeting:** NHS Highland Board  
**Meeting date:** 26 September 2023  
**Title:** Gaelic Plan – Approved  
**Responsible Executive/Non-Executive:** Pamela Dudek, Chief Executive  
**Report Author:** Nicola Thomson, Gaelic Support

## 1 Purpose

This is presented to the Board for:

- Awareness

This report relates to a:

- Legal requirement

This report will align to the following NHSScotland quality ambition(s):

Safe, Effective and Person Centred

This report relates to the following Strategic Outcome(s)

Start Well	Thrive Well	Stay Well	Anchor Well	
Grow Well	Listen Well	Nurture Well	Plan Well	
Care Well	Live Well	Respond Well	Treat Well	
Journey Well	Age Well	End Well	Value Well	
Perform well	Progress well	All Well Themes	x	

## 2 Report summary

### 2.1 Situation

The NHS Highland Gaelic Plan was approved by the NHS Highland Board, at the end of 2022, and submitted to Bòrd na Gàidhlig for approval in January 2023. Following some delay due to recruitment issues, Bòrd na Gàidhlig reviewed the plan and made some recommendations. Following minor revisions, which were approved by the Chief Executive, the NHS Highland Gaelic Plan 2023-28 was approved by Bòrd na Gàidhlig on 5th September 2023.

Why is this being brought to the meeting's attention?

This information is being brought to the Board to make them aware that the approved 2023-2028 is now in place and supersedes any previous Gaelic Plans. Work can now begin on the implementation of this Plan.

What is the strategic context?

Gaelic Plans are a legal requirement, under the Gaelic (Scotland) Act 2002. This is the 3rd Gaelic Plan for NHS Highland. The work was carried out alongside NHS Highland's strategic outcomes and is included under the "Nurture Well" theme.

What is the Board being asked to do? (Cross-reference with Recommendation Section below).

The Board is being asked to note the approval, and the Plan is provided for information.

The Board is also being asked to urge all Department Heads to engage proactively with the Plan.

## **2.2 Background**

## **2.3 Assessment**

The Gaelic Audit showed that there is some interest in Gaelic across the organisation and over 20 members of staff signed up for classes last year. A Gaelic module is now available within TURAS and open to all staff, who should be encouraged to access it as part of their induction.

Department Heads will now meet with the Gaelic Support Lead to review their priorities under the Plan's actions.

Time and budgetary pressures will be the key risks, and the Board is asked to urge Departments to be as proactive as possible, whilst acknowledging the challenges in their roles.

Data should be recorded to allow appropriately, for meaningful annual updates to the NHS Board and Bòrd na Gàidhlig.

## 2.4 Proposed level of Assurance

This report proposes the following level of assurance:

Substantial	<input type="checkbox"/>	Moderate	<input checked="" type="checkbox"/>
Limited	<input type="checkbox"/>	None	<input type="checkbox"/>

### Comment on the level of assurance

A moderate level of assurance is given. The success of this plan is wholly dependent on the ability of department heads to engage with the plan, encouraging their teams to implement, monitor and report on, the actions which have been identified in the Gaelic Plan. Previous implementation has been limited. Ensuring the correct staff members are part of that group will aid effectiveness.

Engagement with all named Department Heads will now commence to maximise delivery of the plan. A relaunch of communication around the Plan will be provided by the Gaelic Support lead.

## 3 Impact Analysis

### 3.1 Quality/ Patient Care

Gaelic-speaking patients, staff and other users will benefit from increased visibility, promotion and efforts around encouraging use and learning of Gaelic within the organisation. There is a significant number of patients from the islands, who are Gaelic speakers, and make use of NHS Highland's services.

### 3.2 Workforce

Staff who have already enrolled in Gaelic classes have found them to be beneficial and have been using some in interactions with patients and colleagues.

### 3.3 Financial

There will be some costs around implementation of key projects and whilst funding can be applied for under the Bòrd na Gàidhlig Language Plan fund, the presumption is that these costs should be, in the main, covered by NHS Highland as part of its commitment to Gaelic. Funding will depend on the specific actions being prioritised. The Gaelic Support lead will draw up a time plan to reflect the order of actions to be implemented, as per the dates in the Plan.

### 3.4 Risk Assessment/Management

Decreasing budgets for use on Gaelic matters [Mitigations: Being creative around implementation to do as much as possible without incurring huge costs].

Staff time constraints and role challenges make Gaelic matters less of a priority. [Mitigation: Keep a high profile on Gaelic matters, sharing positive news and case studies, including impact on patients and working with other partners)

### **3.5 Data Protection**

No personal data currently required for the implementation.

### **3.6 Equality and Diversity, including health inequalities**

An impact assessment has not been completed.

### **3.7 Other impacts**

### **3.8 Communication, involvement, engagement and consultation**

Almost a year has passed since the detailed plan was submitted to Bòrd na Gàidhlig, therefore no recent engagement or consultation has taken place, while we have been awaiting the approval. However, Gaelic pages have now been included in the new NHS Highland website and approval has now been granted to create the bilingual NHS Highland | na Gàidhealtachd brand which is a major step forward. Branding guideline are being finalised currently.

### **3.9 Route to the Meeting**

This has been previously considered by the following groups as part of its development. The groups have either supported the content, or their feedback has informed the development of the content presented in this report.

- Since Board approval, the minor amendments recommended by Bòrd na Gàidhlig were made and subsequently approved by the NHS Highland Chief Executive.

## **4 Recommendation**

- **Awareness** – For Members' information only.

### **4.1 List of appendices**

The following appendices are included with this report:

- NHS Highland Final Gaelic Language Plan 2023-28



Gaelic Plan - Third Edition

2023-2028

This plan has been prepared under Section 3 of the Gaelic Language (Scotland) Act 2005 and was



## Facal bhon Cathraiche – Foreword from the Chair

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Tha sinn glè thoilichte an treas eagan de Phlana NHS na Gàidhealtachd fhoillseachadh.

Nì sinn cinnteach gum bi gnìomhachd agus seirbheisean NHS na Gàidhealtachd a thathar a’ tabhann sa Ghàidhlig, aig an aon ìre agus càileachd ris an fheadhainn a tha sinn a’ toirt seachad sa Bheurla.

Nì sinn cinnteach nuair a bhios seirbheisean Gàidhlig rim faighinn leinn, gum bi fios aig luchd-cleachdaidh na Gàidhlig gu bheil iad ann, agus gum bi iad air am brosnachadh gu gnìomhach gus an cleachdadh.

Nì sinn cinnteach gun àrdaichear cothroman do dh’euilaintich, don phoball agus don luchd-obrach againn a’ Ghàidhlig a chleachdadh, mar thaic don Phlana Cànanain Nàiseanta Ghàidhlig, a thathar ag aontachadh an-dràsta, agus na h-amasan leantainneach gum bi a’ Ghàidhlig air a cleachdadh nas trice, le barrachd dhaoine agus ann an raon nas fharsainge de shuidheachaidhean.



**Sarah Compton-Bishop**  
**Cathraiche, NHS na Gàidhealtachd**

*We are very pleased to publish the third edition of the NHS Highland Plan.*

*We will ensure that the operations and services of NHS Highland being offered in Gaelic will be of an equal standard and quality as those that we provide in English.*

*We will ensure that where Gaelic services are made available by us, Gaelic users are made aware of their existence, and are actively encouraged to use them.*

*We will ensure that opportunities for patients, the public and our staff to use Gaelic are increased, in support of the National Gaelic Language Plan, and the continuing aims that Gaelic is used more often, by more people and in a wider range of situations.*

**Sarah Compton-Bishop**  
**Chair, NHS Highland**

## Facal bhon Àrd-oifigear – Foreword from the Chief Executive

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Tha sinn toilichte an treas eagan den Phlana Gàidhlig againn fhoillseachadh, agus a dh'aindeoin an iomadh dùbhlann a bha romhainn anns na trì bliadhna a dh'fhalbh, le COVID-19, bha sinn air adhartas a dhèanamh leis a' chiad dà phlana.

Tha sinn ag obair gu cruaidh gus ire mhothachaidh na sgioba àrdachadh gus am bi luchd-obrach, euslaintich agus am poball gar n-aithneachadh mar bhuidheann a tha deònach Gàidhlig a chleachdadh, ionnsachadh agus a chur air adhart, far an urrainn dhuinn agus nuair a bhios seo comasach.

Tha na h-amasan àrd-ire againn a' coimhead ri tuilleadh leasachaidhean Gàidhlig ann an seirbheisean leithid seargadh-inntinn, seirbheisean teaghlaich agus cuideachd a bhith a' brosnachadh agus a' leasachadh roghainnean tràth-dhreuchdail do luchd-labhairt na Gàidhlig aig a bheil ùidh ann an slàinte agus cùram sòisealta.



**Pamela Dudek**

**Àrd-oifigear, NHS na Gàidhealtachd**

*We are pleased to publish the third edition of our Gaelic Language Plan, and despite the many challenges faced during the last three years, I am happy to report that progress has been made on the first two.*

*We are working hard to increase awareness so that staff, patients, and the public begin to recognise us as an organisation willing to use, learn and promote Gaelic, where we can and when this is possible.*

*Our high-level aims look to develop further engagement with Gaelic in services such as dementia, family services and to encourage and develop the early-career options for Gaelic speakers interested in health and social care.*

**Pamela Dudek**

**Chief Executive, NHS Highland**

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# 1. RO-RÀDH – INTRODUCTION

## Description of NHS HIGHLAND

NHS Highland covers the largest and most sparsely populated Scottish Health Board area, encompassing 41% of the country's landmass and a population of just over 320,000. We collaborate with people of all ages who need health and social care in both hospital and community settings. We try and support people to avoid hospital admission whenever possible.

Our services cover the whole of North Highland and Argyll & Bute. Our diverse area includes Inverness, one of the fastest growing cities in Western Europe, and 37 populated islands (23 in Argyll & Bute and 14 in Highland, including the Isle of Skye).

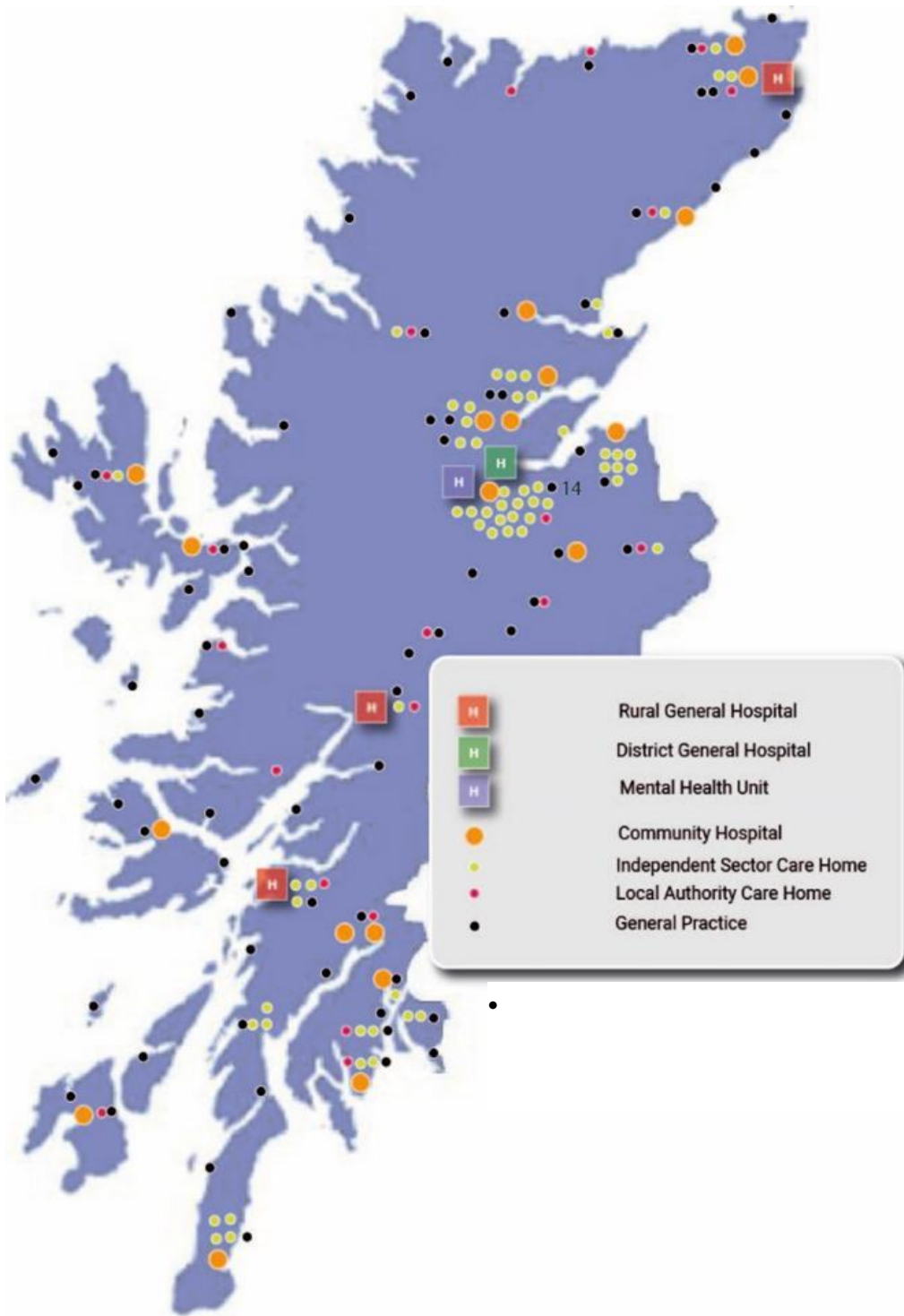
We provide services from our twenty community hospitals, our learning disability unit, specialist mental health hospital at New Craigs and our 4 rural general hospitals. (*See map on next page*). We also have a major acute hospital, Raigmore Hospital, in Inverness. Many of our services are delivered in partnership with primary care, social care, and the voluntary sector.

Despite the often-popular image of a rural idyll, deprivation, fuel poverty and inequalities also affect the population of the area, producing diverse challenges for service delivery, and which are set to worsen considering the current cost-of-living crisis.

In many parts of Highland, the NHS and other public sector agencies are major employers, and changes to services can adversely affect already fragile areas. As an important partner in maintaining the social and economic vibrancy of the areas, concerns around health service quality or changes can, and do, generate considerable attention from communities, local and national politicians as well as staff. The continued engagement and provision of services during the COVID outbreak was a real test of the skills and services within our team and whilst we have had to review how services are run and managed, we are very proud of the tenacity, loyalty and perseverance of our staff in light of the most challenging circumstances we have had to face in a generation.

We have a higher proportion of older people in the population than the Scottish average which provides its own challenges, largely in recruiting sufficient members of staff to provide services. Over the last few years, and specifically post-Covid and Brexit, there have been and continue to be considerable difficulties in recruitment.

Part of our challenge is to ensure we deliver safe and effective care and embed new models of care which will be sustainable and meet future needs, in a post-pandemic environment. We have recently developed our Strategic Plan for the next five years, **Together We Care | Cùram Còmhla**, which includes a range of outcomes looking at all stages of life.



## NHS Highland Structure and Governance

NHS Highland is managed by a Board comprising non-Executive and specific Executive Directors. The Board is accountable to the Scottish Government through the Cabinet Secretary for Health and Social Care. Board members are appointed by the Scottish Government. We employ 10,500 colleagues in a variety of roles across our organisation. Our greatest asset is our workforce and, as a Board, we strive to ensure the environment is conducive to ensuring a positive culture, supported, and delivered through our NHS and Social Care values.

Board meetings are held every two months and are open to the public and webcast. The Board has an annual review which is also open to the public. The Chair of the Board, Professor Boyd Robertson, is a native Gaelic speaker and is a strong advocate for the development of Gaelic across the organisation.

## Gaelic within NHS Highland

At the time of the most recent census (2011), 87,100 people aged three and over in Scotland (1.7% of the population) had some Gaelic language skills.

Of these 87,100 people:

- 32,400 (37%) had full skills in Gaelic and could understand, speak, read, and write Gaelic
- 57,600 (66%) could speak Gaelic
- 6,100 (7%) were able to read and/or write but not speak Gaelic
- 23,400 (27%) were able to understand Gaelic but could not speak, read, or write it.

Of those who were Gaelic speakers, 40% reported using Gaelic at home, although the proportion varies geographically according to how widely Gaelic is used in the local community, with the highest being 79%.

The area covered by NHS Highland is home to almost 50% of the Gaelic speakers in Scotland. And whilst the NHS Eileanan Siar (Western Isles) Board area remains the stronghold for Gaelic language (from Lewis in the north down to Barra in the south), we, in NHS Highland, provide a number of services for people living there, particularly through Raigmore Hospital in Inverness, which plays a key role in the healthcare of many Western Isles patients.

Therefore, it is an important part of our service delivery, to ensure that Gaelic speakers can access health and social care, support, and services, either through Gaelic or have access to someone with Gaelic who can support them. The positive uptake of our most recent Gaelic language class activity confirms that there is a real willingness on the part of staff to learn the language, and the breadth of role and location further confirms that there is no limit in terms of either locus or post, for those wishing to learn the language, with active learners from as far north as Orkney and as far south as Helensburgh.

During our internal capacity audit and our pre-consultative period, we have heard many anecdotal stories of how Gaelic has had a positive impact on patients and staff at times where patients may have been feeling at their most vulnerable, including examples in maternity and dementia services. We are very proud of the fact that some of our staff can contribute, in a positive way, through the use and exchange of Gaelic, in addition to their own relevant roles and skills

There has been an increased focus on Gaelic in areas where there is still a prevalence of Gaelic in the communities and in local schools. Recruitment is increasingly bilingual in these areas, to encourage Gaelic speakers into roles within the organisation. Recruitment for the new Broadford community hospital on the Isle of Skye, for example, included bilingual recruitment and Gaelic as a desirable skill in that area. The same principle will apply to recruitment in Tiree and Coll, for example, where there remains a high number of Gaelic speakers within the communities.

### The Gaelic Language (Scotland) Act 2005

*The Gaelic Language (Scotland) Act 2005* was passed by the Scottish Parliament with a view to securing the status of the Gaelic language as an official language of Scotland commanding equal respect to the English language.

One of the key features of the 2005 Act is the provision enabling *Bòrd na Gàidhlig* to require a public authority to prepare a Gaelic language plan. This provision was designed to ensure that the public sector in Scotland plays its part in creating a sustainable future for Gaelic by raising the status and profile of the language and creating practical opportunities for its use.

This document is NHS Highland's Gaelic Language Plan, prepared within the framework of the Gaelic Language (Scotland) Act 2005. It sets out how we will use Gaelic in the operation of our functions, how we will enable the use of Gaelic when communicating with the public and key partners, and how we will promote and develop Gaelic.

Our Gaelic Language Plan has been prepared in accordance with statutory criteria set out in the 2005 Act and having regard to the National Gaelic Language Plan and the Guidance on the Development of Gaelic Language Plans.

### The National Gaelic Language Plan

NHS Highland supports the aim of the National Gaelic Language Plan 2018-23 that "Gaelic is used more often, by more people and in a wider range of situations."

We are committed to achieving this aim by focusing our work on these three headings: -

- Increasing the use of Gaelic within our organisation and encouraging more people to use Gaelic more often when they interact with us.
- Increasing the opportunity for people to learn Gaelic as part of our day-to-day operations will provide more training opportunities for staff to increase their Gaelic language skills.
- Promoting a positive image of Gaelic whenever we can as part of our day-to-day operations as an organisation.

We are also mindful that the Scottish Government recently consulted on its draft 2023-28 National Gaelic Plan and are cognisant of its revised aims.

### Internal Gaelic Capacity Audit

During this process, we conducted our third staff survey, in October 2022, to ascertain the knowledge and skills our workforce has in regard to Gaelic. Currently we have a number of employees who have self-identified as having some Gaelic language skills ranging from basic greetings to fluency in reading, writing, and speaking Gaelic.

Key Summary Findings from the Gaelic Language Capacity Audit are as follows: -

**41% had some ability in Gaelic, with 8% able to hold a conversation or fluent.**

**57% of respondents were interested in accessing training in Gaelic language skills or Gaelic awareness, although only 2% had already accessed this as part of their employment.**

The response rate was lower than expected and did not provide a sufficient sample to create any meaningful comparisons to previous data. Full details relating to our Gaelic Language Capacity Audit can be found in Appendix One. There are currently twenty members of staff engaged in Gaelic language learning which has been arranged in conjunction with Ionad Chaluim Chille Ìle and The Highland Council.

## 2. PRÌOMH PHRIONNSAPALAN – KEY PRINCIPLES

### Equal Respect

We will ensure that the operations and services of NHS Highland being offered in Gaelic will be of an equal standard and quality to those we provide in English.

### Active Offer

We will make an active offer of our Gaelic services to our employees and the public. This will ensure that where Gaelic services are made available by us, Gaelic users are made aware of their existence, and are actively encouraged to use them.

This will take the responsibility away from the individual to ask for the service and will give Gaelic users the confidence to know that their needs will be met if that is their choice.

We will ensure that our Gaelic language services are as accessible as our English language services.

### Mainstreaming

Our contribution to the development areas identified in the National Gaelic Language Plan will primarily be through the implementation of the actions in this plan. We will ensure that opportunities for patients, the public and our staff to use Gaelic are increased, in support of the national Gaelic Language Plan 2018-23 aim that Gaelic is used more often, by more people and in a wider range of situations.

### 3. GEALLAIDHEAN A’ PHLANA – PLAN COMMITMENTS

#### High-Level Aims

The High-Level aims are intricately linked to the National Gaelic Language Plan 2018-23. As such, they are framed around the three National Gaelic Language Plan headings of: -

- Increasing the use of Gaelic
- Increasing the learning of Gaelic
- Promoting a positive image of Gaelic

#### INCREASING THE USE OF GAELIC

<b>High-level Aim</b>	<b>NHSH will recognise Gaelic as a need within clinical and social care as part of its care for patients.</b>
<b>Desired Outcome</b>	An increased understanding, acceptance, and use of Gaelic with patients and service users by all staff within the relevant areas of the organisation.
<b>Current Practice</b>	There are already members of staff within clinical and social care departments using Gaelic in an informal way, but this is not being measured or captured in a formal way.
<b>Actions Required</b>	<ol style="list-style-type: none"> <li>1. To map the areas and departments in which Gaelic is available for patients.</li> <li>2. Collate and record Gaelic ability among Care at Home staff.</li> <li>3. To provide a clear and simple method of identifying Gaelic-speaking staff and patients</li> <li>4. To collaborate with partners such as Alzheimer’s Scotland, SEALL and others third sector groups, to maximise the opportunities available in providing Gaelic in a beneficial setting for dementia and Alzheimer patients, within care homes and elsewhere.</li> <li>5. Participate in national events such as Dementia Awareness Week</li> <li>6. To include Gaelic within the patient media systems, through collaboration with Hospedia and to develop some Gaelic programmes for the hospital radio, to provide patients who wish to engage with Gaelic, the opportunity to do so and to expose patients to Gaelic while they remain in hospital care.</li> <li>7. In areas where at least 20% are Gaelic speakers or where there are Gaelic-medium schools, Gaelic will be treated as a desirable skill in recruiting into social care and clinical roles.</li> <li>8. Staff will be asked to record use of Gaelic within clinical and social care to benchmark for future reference and organisational development purposes</li> </ol>
<b>Target Date</b>	Dec 2026
<b>Responsibility</b>	Katharine Sutton, Chief Officer, Acute Services, NHS Highland Louise Bussell, Interim Chief Officer, Highland Health and Social Care Partnership Fiona Davies, Chief Officer, Argyll & Bute Health and Social Care Partnership

<b>High-level Aim</b>	<b>NHSH will recognise Gaelic as intrinsic to improving health and wellbeing in its communities including its family and maternity services.</b>
<b>Desired Outcome</b>	Patients will be aware of Gaelic services available within family and maternity services and their benefits.
<b>Current Practice</b>	There are a number of Gaelic speaking staff within NHS Highland, and in services collaborating with communities and families. However, there is no formal recognition of any of these services being available/offered in Gaelic.
<b>Actions Required</b>	<ol style="list-style-type: none"> <li>1. Identify Gaelic speakers within the families (including children's services such as ophthalmology) and maternity services across the organisation and collaborate on best practice across the NHSH area.</li> <li>2. Engage with Bòrd na Gàidhlig and other partners to ascertain the most useful ways in which to embed Gaelic within these services.</li> <li>3. Gain feedback from patients and service users around the benefits of using Gaelic.</li> <li>4. Collaborate with <i>Comann nam Pàrant</i> and <i>Comhairle nan Leabhraichean</i> to ensure Gaelic resources are readily available to interested parents or leaflets to signpost them to Gaelic information.</li> <li>5. Gather views from services within the community regarding use of Gaelic with patients and service-users to contribute to considerations for future development of local and community services, i.e., community nursing, substance misuse services, community care and learning disabilities.</li> <li>6. Provide a Gaelic representative on the Community Planning Partnerships in relevant areas such as Skye and Wester Ross</li> </ol>
<b>Target Date</b>	Dec 2024
<b>Responsibility</b>	Katharine Sutton, Chief Officer, Acute Services, NHS Highland Louise Bussell, Interim Chief Officer, Highland Health and Social Care Partnership Fiona Davies, Chief Officer, Argyll & Bute Health and Social Care Partnership

## INCREASING THE LEARNING OF GAELIC

<b>High-level Aim</b>	<b>NHSH will include Gaelic in any educational outreach work it conducts in communities.</b>
<b>Proposed Outcome</b>	Where possible, Gaelic speakers will be involved in educational outreach and information will be distributed bilingually.
<b>Current Practice</b>	Gaelic is not currently a key consideration in educational outreach within NHS Highland.
<b>Actions Required</b>	<ol style="list-style-type: none"> <li>1. Collaboration with SDS and other appropriate agencies around attendance and planning for recruitment and careers fairs, especially a presence at those specifically targeted at Gaelic speakers.</li> <li>2. Develop a programme of planned events around Gaelic and healthcare within the communities, including engagement with Gaelic schools and units.</li> <li>3. Encourage and support relevant teams to consider and include Gaelic in their events management and development i.e., Festival of Learning, Awareness Weeks with a 10% year on year Increase.</li> </ol>
<b>Target Date</b>	Dec 2023
<b>Responsibility</b>	Jennifer Swanson, Head of Talent



<b>High-level Aim</b>	<b>NHSH will collaborate with education providers to create Gaelic routes to qualifications in related health and social care in appropriate areas.</b>
<b>Proposed Outcome</b>	There will be pathways available for those wishing to enter the Health and Social Care sector with Gaelic.
<b>Current Practice</b>	There are currently no health or social care courses being run specifically for Gaelic speakers.
<b>Actions Required</b>	<ol style="list-style-type: none"> <li>1. Collaborate with SDS about developing a Health and/or Social Care module/qualification for Gaelic speakers.</li> <li>2. Identify and establish a network of Gaelic-speaking carers across specific areas to create cohorts who might be interested in piloting such a course.</li> <li>3. Work with Care Homes to establish an increased presence of Gaelic for their residents and a plan to provide Gaelic music, interaction, videos.</li> <li>4. Work with Sabhal Mòr Ostaig as the education provider, to develop</li> </ol>
<b>Target Date</b>	Course pilot up and running for 2026
<b>Responsibility</b>	Gareth Adkins, Director of People and Culture

#### PROMOTING A POSITIVE IMAGE OF GAELIC

<b>High-level Aim</b>	<b>Gaelic will be included as part of NHSH's vision and strategy.</b>
<b>Proposed Outcome</b>	NHS Highland will be recognised as an organisation where Gaelic is used on a day-to-day basis.
<b>Current Practice</b>	There is an increasing awareness and engagement within the organisation, in addition to a higher level of current Gaelic learners undertaking classes. Gaelic has now been introduced as an embedded part of our 5-year strategy and is being discussed in terms of communications, recruitment, and other areas. Internal communications for all employees now regularly feature a Gaelic article or video.
<b>Actions Required</b>	<ol style="list-style-type: none"> <li>1. Recruit a Gaelic-speaking member of the Communications team or create a partnership whereby bilingual communications will be possible, as required.</li> <li>2. Enhance the visibility of Gaelic within the organisation and our plans, making full use of the new website and Gaelic intranet site.</li> <li>3. Increase the number of opportunities being made available to staff, patients, and the public bilingually.</li> <li>4. Increase visibility of Gaelic across the organisation</li> <li>5. Use social media to engage in a wider Gaelic audience e.g., Instagram account specifically for Gaelic health and social care content</li> </ol>
<b>Target Date</b>	Ongoing, website complete by Dec 2024, Comms team member as required
<b>Responsibility</b>	Ruth Fry, Head of Communications



## Corporate Service Aims

STATUS.

<b>Desired Outcome</b>	<b>Logo and brand</b> Render the corporate logo and branding in both Gaelic and English at the first opportunity and as part of any renewal process. The logo should demonstrate equal prominence for both languages.
<b>Current Practice</b>	To date, NHS Scotland have not sanctioned this, and the Board has raised it at Director-General level and with the Health Secretary.
<b>Actions Required</b>	1. Secure permission from NHS Scotland by lobbying at senior levels.
<b>Target Date</b>	December 2023
<b>Responsibility</b>	Chair of Board, Chief Executive and Head of Communications & Engagement

<b>Desired Outcome</b>	<b>Signage</b> Prominent signage will include Gaelic and English as part of any renewal process.
<b>Current Practice</b>	All new capital development signage across NHS Highland is produced bilingually, with recent examples including Broadford Hospital and Badenoch & Strathspey Hospital.
<b>Actions Required</b>	<ol style="list-style-type: none"> <li>1. Continued practice to ensure all parties are aware of this from the early planning stages.</li> <li>2. All vehicle livery to include the new bilingual signage on a renew and replace basis.</li> <li>3. Collaborate with NHS Eileanan Siar (Western Isles) to build upon the current database of Gaelic vocabulary to ensure consistency and agree any dialectical variation.</li> <li>4. Rewrite NHS Highland Gaelic policy to include reference to Estates signage</li> </ol>
<b>Target Date</b>	December 25
<b>Responsibility</b>	Head of Estates, Head of Communications

## COMMUNICATING WITH THE PUBLIC

<b>Desired Outcome</b>	<b>Promotion</b> Positive message that communication from the public in Gaelic is always welcome.
<b>Current Practice</b>	Gaelic feedback is welcomed and this is stated online.
<b>Actions Required</b>	<ol style="list-style-type: none"> <li>1. Proactive and positive messaging in social media stating that Gaelic is welcome. Training and procedures for staff to deal with correspondence received in Gaelic.</li> <li>2. Collaborate with other public organisations to research best practice in this area, in terms of dealing with the requests given many staff do not have Gaelic.</li> <li>3. Bilingual events within communities where appropriate.</li> </ol>
<b>Target Date</b>	December 2024
<b>Responsibility</b>	Head of Communications, Director of People and Culture

<b>Desired Outcome</b>	<b>Written Communication</b> Written communication in Gaelic is always accepted (post, email, and social media) and replies will be provided in Gaelic in accordance with the general policy.
<b>Current Practice</b>	This is already made clear on the NHS Highland website and there is a Gaelic email address for any Gaelic correspondence which is staffed and redirected, as appropriate.
<b>Actions Required</b>	<ol style="list-style-type: none"> <li>1. Continue to promote the availability of Gaelic communication.</li> <li>2. Our complaints and comments forms are bilingual and available on the website.</li> <li>3. Increased visibility in email signatures.</li> <li>4. Our automatically generated text such as email disclaimers will be bilingual.</li> <li>5. The #cleachdi image is promoted regularly and staff with Gaelic will be encouraged to use it.</li> <li>6. You can write to us here in English or Gaelic” will be made more visible on the “Contact Us” page.</li> </ol>
<b>Target Date</b>	Already in place, so continuously monitor and record volume of requests
<b>Responsibility</b>	Mirian Morrison, Clinical Governance Development Manager

<b>Desired Outcome</b>	<b>Reception and phone</b> Where Gaelic speaking staff can provide this service, they are supported to do so, and the service is promoted to the public.
<b>Current Practice</b>	There are some Gaelic-speaking staff at receptions in surgeries across the area but there is no formal network or forum for them.
<b>Actions Required</b>	<ol style="list-style-type: none"> <li>1. Provide support and offer training to all reception staff to answer the phone in Gaelic.</li> <li>2. To support staff in responding to users when they do not have the skills to continue in Gaelic.</li> <li>3. Encourage Gaelic speaking staff to use their Gaelic confidently by providing videos around appropriate usage.</li> <li>4. Create a cohort of Gaelic-speaking surgery and reception staff to share ideas</li> </ol>
<b>Target Date</b>	June 2024
<b>Responsibility</b>	Jennifer Swanson, Head of Talent

<b>Desired Outcome</b>	<b>Public meetings</b> Opportunities to hold public meetings bilingually or in Gaelic are regularly explored and promoted.
<b>Current Practice</b>	Bilingual meetings have been held, where appropriate, including Broadford Hospital planning and the consultation on the third iteration of the NHS Highland Gaelic Plan.
<b>Actions Required</b>	<ol style="list-style-type: none"> <li>1. Planned events to be considered bilingual at an early stage through collaboration with the Communication and Engagement Team.</li> <li>2. Increased number of meetings held bilingually</li> </ol>
<b>Target Date</b>	December 24
<b>Responsibility</b>	Ruth Fry, Head of Communications and Engagement

INFORMATION

<b>Desired Outcome</b>	<b>News releases</b> High profile news releases and all news releases related to Gaelic are circulated in both Gaelic and English.
<b>Current Practice</b>	News releases have been circulated in specific areas, but wider circulation of bilingual press releases will be implemented.
<b>Actions Required</b>	1. Year-on-year increase in bilingual press releases in additional areas to include Oban and the Isles, Skye, Raasay and Wester Ross, recognising that press releases are becoming much less frequent.
<b>Target Date</b>	Ongoing with annual reporting
<b>Responsibility</b>	Ruth Fry, Head of Communications and Engagement

<b>Desired Outcome</b>	<b>Social Media</b> Gaelic content distributed regularly through social media, guided by the level of
<b>Current Practice</b>	There has been little social media activity in Gaelic to date
<b>Actions Required</b>	<ol style="list-style-type: none"> <li>1. Create a Gaelic social media space for NHS Highland on Instagram, targeting a younger audience.</li> <li>2. Create a plan for bilingual social media postings and campaigns in conjunction with the Communications &amp; Engagement Team.</li> <li>3. Work towards securing the services of, or employing, a Gaelic speaking communications assistant.</li> <li>4. Create 30 bilingual online posts a year, to include various types of footage e.g. posts, case study, video</li> </ol>
<b>Target Date</b>	July 24
<b>Responsibility</b>	Ruth Fry, Head of Communications and Engagement

<b>Desired Outcome</b>	<b>Website</b> Gaelic content should be available on the public authority's website, with emphasis given to the pages with the highest potential reach.
<b>Current Practice</b>	There is little mention of Gaelic currently on the old website other than an invitation to the public to contact the organisation in Gaelic and some bilingual forms.
<b>Actions Required</b>	1. Agree a plan for the new website which creates an appropriate amount of Gaelic to include most prominent pages, menus, and a section dedicated to Gaelic.
<b>Target Date</b>	July 24
<b>Responsibility</b>	Ruth Fry, Head of Communications and Engagement

<b>Desired Outcome</b>	<b>Corporate Publications</b> Produced in Gaelic and English with priority given to those with the highest potential reach.
<b>Current Practice</b>	There has been some Gaelic included in corporate documentation such as the Together We Care – Cùram Còmhla, Leatsa, Dhutsa – 5-year strategy document. However, consideration around Gaelic at the planning stages has yet to be embedded.
<b>Actions Required</b>	Approve a policy around bilingual corporate publications stating when, why and how often this will be appropriate. This policy will be based on the principle of equal respect for Gaelic and English.
<b>Target Date</b>	May 24
<b>Responsibility</b>	Ruth Fry, Head of Communications and Engagement

<b>Desired Outcome</b>	<b>Language utility</b> A process is in place to ensure that the quality and accessibility of Gaelic language in all corporate information is high.
<b>Current Practice</b>	Official translations are already arranged via professional organisations to ensure correct Gaelic. Ainmean Àitean na h-Alba is used as a reference tool for place names and translations use the most recent version of the Gaelic Orthographic Conventions. Where there is a local form used, this is applied consistently.
<b>Actions Required</b>	1. Continue to ensure consistency and high-standard translation.
<b>Target Date</b>	Already in place and continuing.
<b>Responsibility</b>	Ruth Fry, Head of Communications and Engagement

<b>Desired Outcome</b>	<b>Exhibitions</b> Opportunities to deliver public exhibitions bilingually or in Gaelic should be explored on a regular basis with priority given to those with the highest potential impact.
<b>Current Practice</b>	There are not specific exhibitions, but public meetings, conferences and careers fairs are currently held in English only.
<b>Actions Required</b>	1. Include Gaelic as part of the planning process for appropriate key events such as the Festival of Remote and Rural Learning or National Dementia Week, where Gaelic has a specific connection to the event/topic. 2. Ensure there are Gaelic opportunities fed into recruitment, careers, and succession planning strategies for events.
<b>Target Date</b>	December 24
<b>Responsibility</b>	Jennifer Swanson, Head of Talent Ruth Fry, Head of Communications and Engagement

## STAFF

<b>Desired Outcome</b>	<b>Internal audit</b> Conduct an internal audit of Gaelic skills and training needs through the life of each plan.
<b>Current Practice</b>	The previous survey was carried out during the 2nd edition of the plan and a new survey was issued in September 2022.
<b>Actions Required</b>	1. Carry out at least one additional audit during the lifecycle of the plan. 2. Add “ability to speak Gaelic” to forms for new employees so that the data can easily be captured and used for organisational development purposes and reporting to <i>Bòrd na Gàidhlig</i> .
<b>Target Date</b>	Dec 25 (for the second audit of this plan).
<b>Responsibility</b>	Gareth Adkins, Director People and Culture

<b>Desired Outcome</b>	<b>Induction</b> Knowledge of the public authority’s Gaelic language plan included in new staff inductions.
<b>Current Practice</b>	There is currently a reference made to the Gaelic Language plan in induction materials. There is also reference to the Gaelic Awareness module for all new and current staff.
<b>Actions Required</b>	1. Ensure that there is a link in the induction which takes new employees straight to the Gaelic Plan on the NHS intranet. 2. Create a list of handy phrases in Gaelic on the NHS intranet.
<b>Target Date</b>	Dec 23
<b>Responsibility</b>	Gareth Adkins, Director People and Culture

<b>Desired Outcome</b>	<b>Language training</b> Gaelic language skills training and development offered to staff, particularly in relation to implementing the public authority’s Gaelic language plan.
<b>Current Practice</b>	Gaelic classes are up and running and there are around twenty staff currently receiving Gaelic classes as employees of NHS through active collaborations with The Highland Council and Ionad Chaluim Chille, the Gaelic Centre on Islay.
<b>Actions Required</b>	1. Develop clear pathways for staff learning Gaelic. 2. Collaborate with Sabhal Mar Ostaig, the National Centre for Gaelic Language and Culture, on specific training needs and CPD. 3. Promote the Gaelic workplace courses available via the University of Aberdeen.
<b>Target Date</b>	Dec 24.
<b>Responsibility</b>	Gareth Adkins, Director People and Culture

<b>Desired Outcome</b>	<b>Awareness training</b> Gaelic awareness training offered to staff, with priority given to directors, board members and staff dealing directly with the public.
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<b>Current Practice</b>	A Gaelic Awareness module has been added to the NHS Highland induction modules, which is available for all staff.
<b>Actions Required</b>	1. Further communication about the module and active encouragement from Team Leaders for new starts to complete the training. 2. Add the Gaelic Awareness modules to Board inductions and training plans.
<b>Target Date</b>	Dec 2023.
<b>Responsibility</b>	Gareth Adkins, Director of People and Culture Ruth Daly, Board Secretary

<b>Desired Outcome</b>	<b>Recruitment</b> Recognising and respecting Gaelic skills within the recruitment process throughout the public authority. Gaelic is named as an essential and / or desirable skill in job descriptions to deliver the Gaelic language plan and in accordance with the Bard na Gàidhlig recruitment advice. Bilingual or Gaelic only job adverts for all posts where Gaelic is an essential skill.
<b>Current Practice</b>	Gaelic is already listed as a desirable skill for the Web Manager post. However, there are currently no Gaelic essential jobs, Adverts are being provided bilingually in the Skye, Raasay and Wester Ross areas.
<b>Actions Required</b>	1. Gaelic will be included as a desirable skill in all posts within the Oban and the Isles, Skye, Wester Ross and Raasay areas. 2. Continue to provide bilingual adverts in these areas.
	3. Gaelic will be added as an essential skill for the Gaelic communications team member. 4. NHS Highland welcomes applications from Gaelic speakers” will be added to all NHS job adverts.
<b>Target Date</b>	Dec 2024
<b>Responsibility</b>	Jennifer Swanson, Head of Talent

## GAELIC LANGUAGE CORPUS

<b>Desired Outcome</b>	<b>Gaelic Orthographic Conventions</b> The most recent Gaelic Orthographic Conventions (GOC3) will be followed in relation to all written materials produced by the public authority.
<b>Current Practice</b>	Complete and ongoing.
<b>Actions Required</b>	1. Continue to use suitably qualified translators who adhere to GOC 3.
<b>Target Date</b>	Ongoing.
<b>Responsibility</b>	Ruth Fry, Head of Communications and Engagement

<b>Desired Outcome</b>	<b>Placenames</b> Gaelic place name advice from Ainmean-Àite na h-Alba is sought and used.
<b>Current Practice</b>	Placenames are already being used in line with the Ainmean-Àite na h-Alba database. Where names are unavailable, suitable qualified translators maintain quality.
<b>Actions Required</b>	1. Continue current practice. 2. Build on the current database of placenames, building and location names for reference
<b>Target Date</b>	Ongoing.
<b>Responsibility</b>	Alan Wilson, Head of Estates, Ruth Fry, Head of Communications

## 5. CEANGLAICHEAN RI FRÈAMAN COILEANAIDH NÀISEANTA – LINKS TO THE NATIONAL PERFORMANCE FRAMEWORK

We fully support the Scottish Government's national outcomes and ensure our work contributes to:

- opportunities for all
- increased wellbeing of people living in Scotland
- sustainable and inclusive growth
- reduced inequalities and equal importance to economic, environmental, and social progress

Our own recently approved 5-year strategy, **Together We Care – Cùram Còmhla**, includes twenty outcomes (NHS) and additional commitments, which fit within the Scottish Government's national outcomes (SG). The aims and outcomes listed in Section 3 demonstrate how NHS Highlands contribution to the National Gaelic Plan are in line with these wider outcomes.



## 6. CEANGLAICHEAN RI FRÈAMAN IONADAIL AGUS SGÈREIL – LINKS TO LOCAL AND REGIONAL FRAMEWORK

### Highland Health & Social Care Partnership (Lead Agency Model)

The Highland Partnership (HSCP) covers the Highland Council area. The population is broadly equally divided across urban areas, small towns, rural areas, and very rural areas. Outside Inverness and the Inner Moray Firth, there are a number of key settlements around the area including Wick and Thurso in the far north, Fort William in the Southwest, Skye in the West, Aviemore in the South, and Nairn in the East.

These areas function as local service centres for the extensive rural areas which make up most of the region. NHS Highland is the Lead Agency for Integrated Health and Social care for Adults, while The Highland Council is the lead agency for Integrated Health and Social care for Children.

There are four coterminous managerial areas for NHS Highland and The Highland Council children's services, and there are nine local Community Planning Partnerships. The governance of the partnership is managed by the Joint Monitoring Committee which consists of the two lead agencies, representatives from the Third Sector, Independent partners, service users and carers. These partners are represented in strategic planning and governance processes.

Gaelic Language Plans are owned by many of the representatives on the Community Planning Partnerships and provide opportunities to work on Gaelic developments in a collaborative way. Recent examples include the joint classes for The Highland Council and NHS Highland employees wishing to learn or improve their Gaelic language skills. Another example includes the sharing of the Gaelic Awareness Raising modules for NHS Highland staff, through collaboration with the Scottish Fire and Rescue Service.

### Argyll & Bute Health and Social Care Partnership (Integration Joint Board)

Argyll & Bute Integration Joint Board (IJB) is the public body that has strategic oversight and direction of the integrated services across Argyll and Bute. Through the Health and Social Care Partnership (HSCP), NHS Highland ensures the safe and effective delivery of the healthcare services in partnership with the Council Social Care Services. This too is supported by a partnership integration scheme determining the partnership agreements.

All NHS Services are delegated to the Argyll & Bute IJB

The area is divided into four localities:

- Oban, Lorn and the Isles (including Lorn and Islands Rural General Hospital in Oban)
- Mid Argyll, Kintyre, and Islay
- Cowal and Bute,
- Helensburgh and Lomond

Argyll and Bute HSCP also manages its own corporate services. Argyll and Bute IJB has approved, in May 2022, a 3-year Joint Strategic Plan and Joint Strategic Commissioning Strategy which establishes the vision, strategic objectives and priorities setting out the strategic direction for how health and social care services will be shaped in the coming years. There are a number of areas where Argyll & Bute IJB works with NHS Highland collaboratively and these are detailed and planned each year as part of our Annual Delivery Plan.

A recent example of collaboration with local partners is the development of a range of Gaelic classes with the Gaelic Centre on Islay, as an online learning resource for staff across the two Boards.

## 7. FOILLSEACHADH – PUBLICATION

### INTERNAL

The Gaelic Plan has been re-introduced over a period of months in the Weekly Round-up internal communication, which goes out to all staff. In addition, there are Teams channels for Gaelic Matters and a fresh staff intranet site specifically for Gaelic information. The Gaelic Plan has also been added to the induction for staff with reference being made to the Gaelic Awareness Module, which sits within TURAS, our eLearning platform. Specific areas within the Gaelic Plan will be highlighted according to the work being implemented. Minutes of the Gaelic Implementation Group will also be available on the staff intranet Gaelic pages and the Group will be officially reformed upon approval of this plan.

### EXTERNAL

Our Gaelic Language Plan will be published in Gaelic and in English on our website.

In addition, we will: -

- issue a bilingual press release announcing the plan.
- publicise the plan through a variety of social media platforms.
- distribute digital copies to arms-length organisations and other third-party organisations, explaining their role in the delivery of the plan.
- distribute digital copies of the plan to key stakeholders in the public, private and third sectors.
- distribute digital copies of the plan to relevant Gaelic organisations and other interested bodies.
- make hard copies available on request

## 8 A' CUR AN GNÌOMH A' PHLANA – RESOURCING THE PLAN

The plan will primarily be delivered from within existing resources through budgets such as Estates, Communications & Engagement and Staff Development. Any services that translators provide will be delivered in the same way as any other translation services. Many actions are low cost or no cost but will have some staff and management time implications.

## 9. A' CUMAIL SÙIL AIR A' PHLANA – MONITORING THE PLAN

The Gaelic Implementation Group will prepare an annual progress report for the Board, which will be submitted annually to Bòrd na Gàidhlig.

## 10. AM PLANA TAOBH A-STAIGH NHS NA GAIDHEALTACHD – THE GAELIC LANGUAGE PLAN WITHIN NHS HIGHLAND

### Overall responsibility for the plan

The Board and the Executive Directors have endorsed this edition of the Plan. Ultimate responsibility for ensuring this Plan is delivered lies with the NHS Highland Chief Executive; currently Pamela Dudek. The senior officer with operational responsibility for overseeing preparation, delivery and monitoring of our Gaelic Language Plan is the Director of People and Culture, currently Gareth Adkins. Support with implementation and delivery is currently being provided by a Gaelic support contractor. Staff are informed of their duties via internal communications, meetings, and conversations with line managers. Questions in relation to the plan should be emailed to the dedicated Gaelic inbox, in the first instance, [nhsh.gaelic@nhs.scot](mailto:nhsh.gaelic@nhs.scot)

### Gaelic Language Plan Implementation and Monitoring Group

The Gaelic Implementation Group is being re-established upon the approval of this edition of the plan and will have a focus on managing the progress and implementation of the Gaelic Language Plan.

The remit and membership of the group will be as follows:

#### **Remit**

The Gaelic Language Plan Implementation Group is the key forum for oversight and monitoring of NHS Highland's Gaelic Language Plan and any additional and Gaelic-related activity.

#### **Terms of Reference**

- To monitor the development and implementation of the NHS Highland Gaelic Language Plan.
- To report to the NHS Highland Board and to Bòrd na Gàidhlig, on their behalf, annually and as requested.
- To have oversight of Gaelic Language focused activity within the organisation.
- To review documentation and other public information produced for staff, patients and other stakeholders and make appropriate recommendations.

- To meet annually with Bòrd na Gàidhlig staff to review progress relative to the Gaelic.
- Language Plan and to receive and share relevant updates and information.
- The Gaelic Language Plan Implementation and Monitoring Group (NHS-GIG) will report, in the first instance, to the Executive Directors Group. Reports to other groups and committees will be provided as requested.

### **Frequency of meetings and reporting**

The Gaelic Language Plan Implementation Group shall meet at least four times per year in the first instance. Meetings will be arranged by the People and Culture Directorate.

### **Membership**

#### *Chair*

Director of People and Culture, Gareth Adkins

#### *Members*

Head of Communications and Engagement

Head of Talent

Director-level Nominees from:

- Maternity or family services
- Dementia services
- Highland HSCP
- Argyll & Bute HSCP
- Public Health
- Estates and Facilities
- Education, Learning and Development
- Staffside

#### Arms length organisations and third parties

Those who deliver services/goods on behalf of NHS Highland will be made aware of our commitment to the delivery of the Gaelic Language Plan through stating the requirement in the tendering and contracting of services/goods as a matter of best practice.

## CÙL—PHÀIPEAR 1: IN-SGRÙDADH COMASAN GÀIDHLIG – APPENDIX 1: INTERNAL GAELIC CAPACITY

The staff internal capacity audit was open to all staff within NHS Highland during October 2022. Eighty-five responses were received, which is remarkably lower than the previous survey back in 2016 (582 responses) although slightly higher than the first back in 2012 (73 responses). The sample is too small to provide any meaningful baseline or comparison and it will be carried out again during the lifetime of the Plan. It should be noted that the capacity audit coincided with the public consultation and other NHS surveys which could be a contributing factor, in addition to the current and varied pressures on NHS staff across the Board area.

A summary of the responses is detailed here:

41% had some ability in Gaelic, with 8% able to hold a conversation or fluent.

Almost 50% of respondents were interested in accessing training in Gaelic language skills or Gaelic awareness, although only 2% had already accessed this as part of their employment.

It is encouraging that some who are not fluent are still keen and confident enough to use what they have with other patients:

### Examples of Gaelic being used within NHS Highland

*"I actively ask patients if they have Gaelic then greet them and start simple conversations with them. My Gaelic isn't good enough to do the whole consultation in it."*

*"To make patients feel more at ease and to build relationships."*

*"Any colleagues I know have Gaelic; I greet them in Gaelic."*

*"I use some Gaelic with all Gaelic Medium Education children in the [clinic]. Often, I know they are in GME from their school uniform but sometimes it will come up in conversation or I may know the family already."*

*"I know a few colleagues with Gaelic, and we use it in the passing but not for long conversations."*

*"Elderly patients whose first language is Gaelic speak to me in Gaelic and I can understand their needs."*

*Visitors speak to me in Gaelic, colleagues also speak to me in Gaelic. We try to promote the use of Gaelic in our everyday living..."*

"My colleague is fluent and another a keen learner, so we have used Gaelic in our meetings occasionally."

**Staff were also asked about their general views around usage and visibility of Gaelic within the organisation:**

#### USAGE

Views were mixed around the Usage, Promotion and Visibility of Gaelic. Those who were not in support of the Gaelic Plan felt that money should not be spent on Gaelic, when the NHS is faced with so many other priorities and challenges; everyone with Gaelic already speaks English and concern around the offering of services in additional languages considered equally, if not more, important. Those in support, however, welcomed the Plan and the opportunities to learn and use more Gaelic. Some felt it of most importance to staff who have links with communities and nurseries, within their roles. They felt included by having Gaelic plans within the workplace and encouraged to learn and use what they had.

#### VISIBILITY

There were mixed reviews around visibility, with some welcoming an increase in visibility within the organisation during the last 12 months, but others not aware of anything in Gaelic. Others felt Gaelic visibility was not necessary as everyone with Gaelic could access services in English. Those who had positive views around Gaelic welcomed the increased visibility as it made them feel included. Work was still needed on simple measures to identify Gaelic-speaking patients and staff. Simple ideas for promotion included information posters in maternity services and family clinics. Most felt there was more that could be done to improve visibility.

## CÙL-PHÀIPEAR 2: CO-CHOMHAIRLEACHADH POBLACH – APPENDIX 2: PUBLIC CONSULTATION

A public consultation was held during October and November 2022. Information was disseminated via the NHS consultation web pages, on social media and via internal communications across the staff.

Two public meetings were arranged, one in Gaelic and one in English. A survey was also available in Gaelic and English.

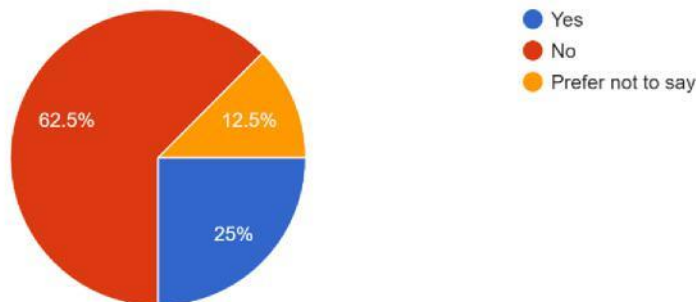
The response rate was very low and could be attributed to the increasing and demanding pressures on the organisation and the prevalence of online surveys in the public, generally. Only 9 responses were received (1 Gaelic and 8 English). A summary of the responses is detailed below. There were also a range of - mostly negative - comments on social media around use of public money and priorities for health and care services.

There seems to be an assumption that money being spent on Gaelic is money taken away from the health services and this could be clarified through better communication across the teams. Some were grateful that work was being done to increase Gaelic within the organisation, and appreciated this happening, however the most common view submitted, was that Gaelic was not considered important in light of all the other priorities facing NHS Highland and health services more generally.

The responses are listed below.

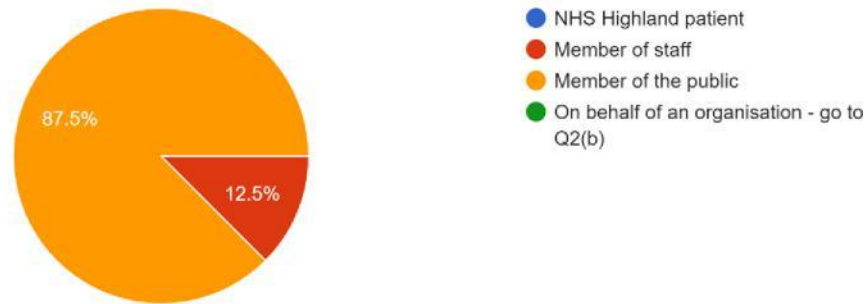
Q1: Are you a Gaelic speaker?

8 responses



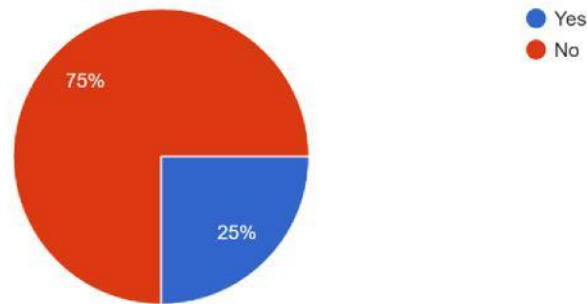
Q2: I am participating in this survey in the following capacity:

8 responses



Q5: Are you of the opinion that the aims and actions around Increasing the Learning of Gaelic, contained within this Plan, are appropriate?

8 responses

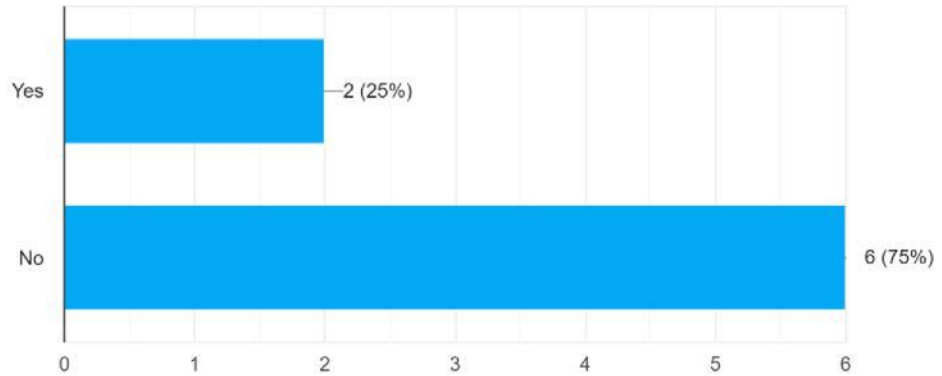


- I believe that the goals and activities in your plan make the case for bringing growth to the Gaelic language, and I am very happy that they are being organised for the Gaelic language. However, with the current state of health and care services - the lack of them and the difficulties we have in getting the right services - I wonder the services themselves are not given the same kind of attention, and then provided in both Gaelic and English.



Q3: Are you of the opinion that the aims and actions around Increasing the Use of Gaelic, contained within this Plan, are appropriate?

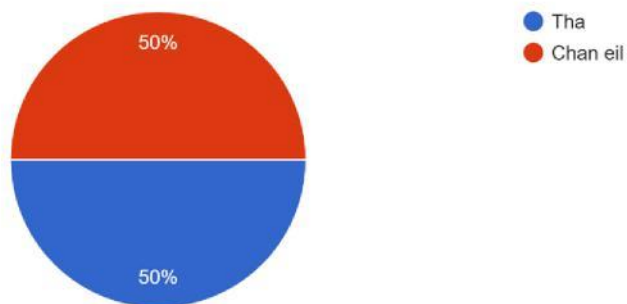
8 responses



- As a former staff member, I would be pleased to see some availability of Gaelic classes for NNSH staff.
- I learned Gaelic and am always happy that other people would want to learn it too, I would be happy to speak to people in the NHS in Gaelic, and I would be very happy to see and read Gaelic in the hospital etc. We hardly get the services that we should anyway, it surprises me that you would consider this more than saving the services, so that Gaelic can be used and learned in them.

Q7: Are you of the opinion that the aims and actions around Promoting a Positive Image of Gaelic, contained within this Plan, are appropriate?

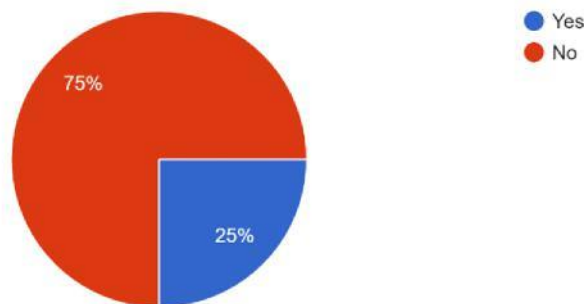
8 responses



Please provide any comments around the aims and objectives around Promoting a Positive Image of Gaelic below.

Q9: Do you think the Corporate Aims are appropriate?

8 responses



2 responses

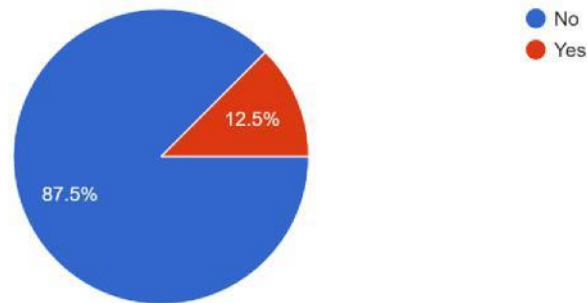
- All languages have a positive image - I find this a strange aim & objective.
- Inappropriate use of time and money
- There is a positive image for Gaelic itself here, and I am happy to see that. That is different from projecting a positive image to the NHS though, more attention needs to be paid to that.

If you would like to make any further general comments around the Plan, please use the space provided.

- I wish it went further and I wish I had confidence that NHH would follow through.
- Concern about mis diagnosis if English isn't used unless there is an only Gaelic patient.

Q12: In accessing and using NHS Highland services, have you ever been able to use Gaelic? e.g. Doctor's consultation, support from staff, provision of information.

8 responses

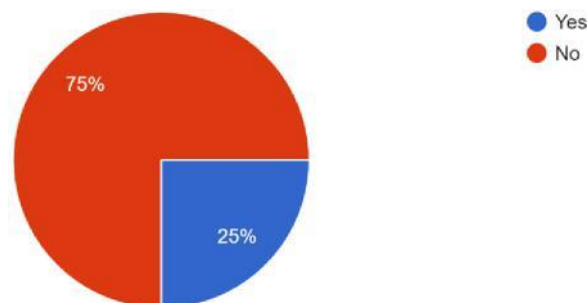


Q12 (b) If you answered yes, it would be helpful to find out more about your experience including the service and location, where Gaelic was provided. This information helps us in planning.

- Letter and nurse although my first language is English, it was nice to chat in a different language.
- A nurse with Gaelic at some point when I was in hospital.

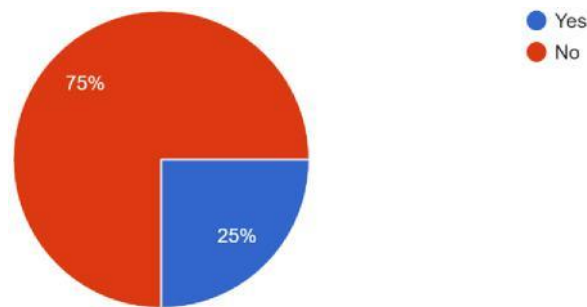
Q13: Would you be interested in using more Gaelic as part of your experience with NHS Highland services?

8 responses



Q13: Would you be interested in using more Gaelic as part of your experience with NHS Highland services?

8 responses



Q13 (b) In which services and where, would it be useful to have increased Gaelic provision?

- Everywhere! It is about accessibility - it is rare to see Gaelic on signage other than outside in somewhere like Raigmore. Why only have Gaelic as desirable for jobs in certain areas?
- I think for minimising risk of inaccurate information, English should be a primary common source of use. Conversational Gaelic is nice.
- .... I would be happy to see more Gaelic in [our services] as well as our care and health services themselves. My medical team will not be coming to [here] now because they cannot get a place in the hospital, and I need to see them, not to travel a distance when I am sick. I absolutely love Gaelic, and I will always support it, but first my support is with our health services. Many in my community would agree with me.

We also received a number of responses that fell outwith the scope of the consultation exercise.