Dear

Freedom of Information Act Request Ref 5395
David Park Communications

With reference to your request for information dated November 28th 2017 regarding the above, please find below your questions and our responses:-

Please could I have all communications received by David Park regarding the redesign of the Caithness Redesign Project and any communication he has had with the NHS communications team.

Please see the attached document. The document has been amended to show the sender and the recipients of the emails. However, we have redacted email addresses and contact numbers.

The attachments referred to in the emails are documents which are already in the public domain – the November Board Report Cover Paper and the Project Initiation Document for the Caithness Redesign. I have included the link below for ease.

http://www.nhshighland.scot.nhs.uk/Meetings/BoardsMeetings/Documents/November%202017/4.4%20Caithness%20Redesign.pdf

On behalf of NHS Highland, could you please justify the accusations of misinformation submitted to the board by David Park and what specificities he has in mind when making this statement. If you cannot supply this information, please let me know who to contact.

On several occasions last year, there were various comments in the media, social media and letters to the Board where issues were raised which were incorrect.

For example, last year it was reported NHS Highland had already decided on the future of Dunbar Hospital and Wick Town & County, the Board has not. Reports claimed, there would be no Palliative Care provided in Caithness, however, this is not the case, whatever form the redesign takes, palliative care will be provided in Caithness. Furthermore, it was suggested Wick Town and County would close before Christmas, however, it remains open. It was widely claimed, 14,000 ambulance transfers had taken place between Caithness and Raigmore in 2016 when, in fact, this referred to 11,000 outpatient appointments. Finally, stories reported NHS Highland had chose not to attend rallies in Wick and Thurso on 28 October, however, representatives from the Board were not invited to attend.

Chair: David Alston
Chief Executive: Elaine Mead

NHS Highland, Assynt House, Beechwood Park, INVERNESS IV2 3BW
I hope this information is helpful. If you are unhappy with my response, I am very happy to discuss this with you further. Alternatively you have the right to ask for an internal review by making a formal request in writing to the Freedom of Information Officer, NHS Highland, Assynt House, Beechwood Park, Inverness, IV2 3BW or via email at High-UHB.FOIRequestsHighland@nhs.net. Your request should explain why you wish a review to be carried out and should be made within forty working days of receiving this letter.

If you remain dissatisfied following the investigation of your review, then you have the right to appeal to the Scottish Information Commissioner within 6 months of the date of receiving the review response. Contact details are as follows:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
KY16 9DS

Telephone: 01334 464610
Fax: 01334 464611
e-mail: www.itstopublicknowledged_info/Appeal

Yours sincerely
Mainie

Would be delighted to be involved we have been working with the TEC programme on how virtual consultations can be supported including as you say telephone as well as VC and Attend Anywhere.

Iain Ross
Head of eHealth
NHS Highland eHealth Department

Based at:
eHealth Department
Sgorra Court
INVERNESS
IV2 3UJ

Tel: [redacted]
Mobile: [redacted]
Email: [redacted]

Our Values: Teamwork | Excellence | Integrity | Caring

From: THOMPSON, Maimie (NHS HIGHLAND)
Sent: 18 August 2017 13:33
To: PARK, David (NHS HIGHLAND); JONES, Katherine (NHS HIGHLAND);
Cc: SCOTT, Duncan (NHS HIGHLAND); JOHNSTONE, Michelle (NHS HIGHLAND); ROSS, Iain (NHS HIGHLAND)
Subject: RE: Outpatient Attended Appointments at RAIG, BEL, WICK for Caithness and Lochaber Patients

David and Kath

Thanks for catching up about Out Patients and starting to think about how we might strategically and systematically start to attack the unsatisfactory position of so many people having to travel. We need to take a pan-Highland approach across all areas so that it is fair and equitable. We happen to have started with the data for Caithness but nobody needs the inconvenience of travel for an appointment if it is not needed or can be done in another way. There are a number of clinicians on side with this and already thinking about this but for now I have just copied Duncan who I feel provides a good overview of what is happening in all three hospitals and advocate for patients.

We agreed we would continue to support the discussions ongoing but start to look at top three or five specialties to see how we might look at things differently. I have copied Iain in who is advancing the ‘Attend Anywhere’ but equally let’s not forget the value of the telephone. I think Michelle as a RPM request in so we need to join the dots and agree most effective way forward.
Can you have a think about next steps please and what kind of leadership and action team we need around this.

Regards

Malmie Thompson  
Head of PR & Engagement NHS Highland  
Tel: [redacted]  
E: [redacted]  
www.twitter.com/nhshmt

For out of hours press enquiries please contact Raigmore Switchboard on 01463 704000 and ask for the Duty Press Officer

Malmie NicThomais  
Ceannard airson Dàlimh agus Conaltradh ris a' Phoball aig NHS na Gàidhealtachd  
Fôn: [redacted]  
Post-d: [redacted]  
www.twitter.com/nhshmt

Airson taic no fiosrachadh taobh a-muiligh uairean-obrach abhaisteach, faodaidh luchd-ñaidheachd fònadh gu Pheòrn Àireamh an Ràthaig Mhòir air 01463 704000 agus larradh bruidhinn ris an Òffigeàr Mheadhanan a thé a làthair aig an às.
From: THOMPSON, Maimie (NHS HIGHLAND)  
Sent: 04 November 2017 19:54  
To: GREEN, Eric (NHS HIGHLAND); JOHNSTONE, Michelle (NHS HIGHLAND); FLAVELL, Mike (NHS HIGHLAND); GARBE, Pam (NHS HIGHLAND); DAVIDSON, Paul (NHS HIGHLAND); SCOTT, Duncan (NHS HIGHLAND); FRANKLIN, Grant (NHS HIGHLAND); COGGIN, Ron (NHS HIGHLAND); MORRISON, Clare (NHS HIGHLAND); WILSON, Martin (NHS HIGHLAND); THOMPSON, Simon (NHS HIGHLAND); WATSON, Angus (NHS HIGHLAND); Gordon Linklater  
Cc: PARK, David (NHS HIGHLAND); LIGEMA, Tracy (NHS HIGHLAND); MCDONALD, Kenneth (NHS HIGHLAND); SUTTON, Katherine (NHS HIGHLAND); JONES, Katherine (NHS HIGHLAND); THOMPSON, Maimie (NHS HIGHLAND)  
Subject: Caltiness redesign

Colleagues

We have to give an update on the Caltiness redesign and issues to the next Board meeting at the end of November. Part of this relates to recent events but also there hasn’t been an overview paper setting out the strategy and governance arrangements specifically for Caltiness. It is timely to do this now as we move to new arrangements with Chief Officer and also as we seek board support to manage the very challenging situation we have.

It is clear from recent meetings that people have not fully appreciated or believed some of the challenges or indeed all the work that has been delivered. I think we should use this as an opportunity to summarise all the progress, redesign and innovations that have taken place or are planned as well future proposals.

Setting out what is delivered in Caltiness both locally and as outreach from Raigmore/New Craigs would be helpful

I am therefore seeking your support to do this. I am not looking for anything detailed but a few paragraphs on what we are doing. If you know of others who are more appropriate to comment or could contribute please can you pass on.

There is a clear feeling that all services are being removed from Caltiness and we need to counter that to help us move on.

I hope you can help 2000 people marching on the streets is not what anyone wants especially it is from a position of misinformation.

Regards

Maimie Thompson  
Head of PR & Engagement NHS Highland  
Tel:  
E:  
www.twitter.com/nhshtmt

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Mainie NicThòmals
Ceannard alrson Dàimh agus Cónaltradh ris a’ Phoball aig NHS na Gàidhealtachd
Fón: 
Post-d: 
www.twitter.com/nhsmt

Alrson taic no fiosrachadh taobh a-mulgh uairean-obraich àbhalsteach, faodaidh luchd-nàldheachd fònadh gu Prìomh Àireamh an Ràthaig Mhòir air 01463 704000 agus larradh bruidhinn ris an Oifigeur Mheadhanan a tha an lathair aig an àm.
I'm happy with the tone and content - and will wait to see Deirdre's suggestions for any changes.

Tel: 
Mobile:
Fax:

From: THOMPSON, Maimie (NHS HIGHLAND)
Sent: 06 November 2017 08:18
To: ALSTON, David (NHS HIGHLAND); JOHNSTONE, Michelle (NHS HIGHLAND); GREEN, Eric (NHS HIGHLAND); PARK, David (NHS HIGHLAND); LIGEMA, Tracy (NHS HIGHLAND); Mackay, Deirdre; CLARK, Ann (NHS HIGHLAND)
Cc: 
Subject: Caithness media

Dear All

Please see attached media release which I want to issue for the Groat – their deadline will be tomorrow at 12 but keen to get it signed off ASAP.

I would be grateful for any comments or sign off.

Régards

Maimie Thompson
Head of PR & Engagement NHS Highland
Tel: 
E: 
www.twitter.com/nhshmt
It is also an opportunity to try to harness things - the elected members could be very busy working on their local Adult Plans which would give them an insight into current services, future need and the direction of travel.

Cllr Delirdre Mackay

'‘The Only Thing That Will Redeem Mankind is Co-operation’. Bertrand Russell

--- Original Message ---
Subject: Re: HHSCC | Caithness
From: Melanie Newdick < [redacted] >
Date: 6 Nov 2017, 12:18
To: "PARK, David (NHS HIGHLAND)" < [redacted] >,"THOMPSON, Maimie (NHS HIGHLAND)"

Caithness is indeed on the agenda and am sure we can find room for this update.

We intend to demonstrate the breadth of the services in North Highland as part of the development session. We are trying to encourage members to think about the whole of the North Highland area and move away from focussing on their own agendas (I'm referring mainly to elected members here).

I agree it needs handling sensitively and will great to have input from those who were at most recent meeting too ;)

Kind regards

---

From: THOMPSON, Maimie (NHS HIGHLAND) < [redacted] >
Sent: Monday, November 6, 2017 10:07:26 AM
To: Melanie Newdick; PARK, David (NHS HIGHLAND)
Cc: Mackay, Delirdre; LIGEMA, Tracy (NHS HIGHLAND); CLARK, Ann (NHS HIGHLAND)
Subject: HHSCC | Caithness

Good morning Melanie
I am not sure of the Agenda sitting for HHSCC but if not covered there will probably need to be an update on recent events in Caithness. We will be putting out a media statement and it may well be that circulating that to Committee members will be sufficient.

We have also been asked to take a paper to the full board, in part to ensure we get appropriate governance around this piece of work. Going forward, however, it clearly should be formally reporting through your committee.

Happy to have a chat

Regards

Malcolm Thompson
Head of PR & Engagement NHS Highland
Tel: [Redacted]
E: [Redacted]
www.twitter.com/nhshtnchttp://www.twitter.com/nhshtnc>

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Malcolm NicThomais
Ceanndail airson Dhiomh agus Conaltradh ris a’ Phoibail ag NS na Gàidhealtachd
Fèn: [Redacted]
Post-d: [Redacted]
www.twitter.com/nhshtnchttp://www.twitter.com/nhshtnc>

Airdson taic no fiosraichd taobh a-muigh uairean-obrach abhalsteach, faodail dh luchd-raidheachd fàinadh gu Pòrmh Àireamh an Ràthaidh Mhòr a’ir 01463 704000 agus larrdail bruidhinn ris an Ofìgeach Mhìdealbhan a tha an làeil aig an àm.

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Mura h-ell na beachdan a tha air an cur an eilil sa phost-d seo a’ buntainn ri gnothachas Chomhairle na Gàidhealtachd, ’s ann leis an neach fhèin a chuair air fabh e a tha lad, is chan eil lad an-còmhaidh a’ riochdachadh beachdan na Comhairle, no buidhnean buntainneach, agus chan eil am phost-d seo na phàirt de chunnradh sam bith nura h-ell sin air Innse.

Fìsteachd * Fòsgallte * Luach * Leasachadh * Talc * Com-pàirteachas * Ubhrieachd
Hi Maimie

Yes this does chime with reality will double check finance figures with Ros tomorrow

Kind regards

Michelle

Sent from my iPhone

On 14 Nov 2017, at 19:06, THOMPSON, Maimie (NHS HIGHLAND) wrote:

Please find attached cover paper for board which will go with the PID.

Can you cast your eye over it especially the finance and governance elements. I am not really looking for this to be re-written just a sense of whether it chimes with reality.

Regards

Maimie Thompson
Head of PR & Engagement NHS Highland
Tel: 
E: 
www.twitter.com/nhshtmt

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Maimie NicThòmals
Ceannard airson Dàmh agus Conaltràdh rls a’ Phòball ag NHS na Gàidhealtachd
Fôn: 

86
Airson taic no fiosrachadh taobh a-muigh uairean-obrach a bhfuil, faoaidh luchd-naidheachd fónadh gu Prlomh Airbeamh an Ráthalt Mhòir air 01463 704000 agus larraidh bruadhinn ris an Oifigeáir Mheadhanan a tha an lathair aig an àm.

<Caithnes_PID_CoverPaper_14 Nov 17.docx>
Hi Målme,

The forecast position should be around £3.4m. The M7 financial monitoring reports show a forecast position of around £2.3m overspent but we have some presentation issues here. Within that we have some budget/underspend that we need to transfer to Balmore as part of the CMU/maternity redesign so the overspend is actually £2.5m. Please also note that these numbers do not include any share of the £3.1m N&W unachieved savings that is forecast to be carried forward into next year and their 30% share of this would be £0.9m taking it to £3.4m all-in.

Ros

From: LIGEMA, Tracy (NHS HIGHLAND)
Sent: 14 November 2017 20:46
To: THOMPSON, Målme (NHS HIGHLAND)
Cc: JOHNSTONE, Michelle (NHS HIGHLAND); GREEN, Eric (NHS HIGHLAND); PHILIP, Ros (NHS HIGHLAND); JONES, Katharine (NHS HIGHLAND); GARBE, Pam (NHS HIGHLAND); FLAVELL, Mike (NHS HIGHLAND); GARDEN, David (NHS HIGHLAND); TAN, Zhen Ron (NHS HIGHLAND); PARK, David (NHS HIGHLAND)
Subject: Re: Caithness Redesign | Draft Cover Paper.

Thanks Målme,

Content looks appropriate, I see Michelle has agreed to check financial information whilst in Dingwall tomorrow. In respect of possible questions on risk, we could produce an impact assessment which would set out the risks/impact of what we are planning vs continuing with what we were doing.

Sent from my iPhone

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Can you cast your eye over it especially the finance and governance elements. I am not really looking for this to be re-written just a sense of whether it chimes with reality.
Regards

Maimie Thompson
Head of PR & Engagement NHS Highland
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Ceannard airson Dàimh agus Conaltradh ris a’ Phoball aig NHS na Gàidhealtachd.
Fòn: [Redacted]
Post-d: [Redacted]
www.twitter.com/nhsmt

Airson tale no fiosrádhadh taobh a-mulgh uairean-obrach àbhaisteach, faodings luchd-naidsheachd fònadh gu Pròomh Àireamh an Ràthail Mhòr air 01463 704000 agus larraidh bruidhinn ris an Oifigear Mheadhanan a tha an làthair aig an àm.

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