

CASE STUDY

Technology That Transforms Workforce Training



IDENTIFYING THE NEED

Raigmore Hospital's Endoscopy Unit has been recognised nationally for the quality of its care, passing an assessment by the Joint Advisory Group on GI Endoscopy (JAG). However, the unit could not progress to become a national training faculty without specialist video training equipment. This limited opportunities for staff development, which in turn affected patients, who often had to travel long distances for procedures that could be delivered closer to home if more staff were trained locally.

THE CHALLENGE ON THE GROUND

Endoscopy training is vital for a wide range of staff, from junior doctors and nurses to consultants seeking to increase their skill set. Yet without the right technology, NHS Highland could not provide structured training sessions without disrupting patient care. This meant:

- Limited training capacity for NHS Highland staff.
- Fewer opportunities to upskill the local workforce.
- Patients travelling more frequently for treatment.

Staff knew they were close to becoming a national training centre but lacked the final piece of equipment to get there.

HOW WE RESPONDED

In 2024 thanks to a grant of £19,000, the Endoscopy Unit was able to purchase the specialist video training equipment it needed. This allows live training sessions to take place in one of the four procedure rooms without reducing patient capacity.

The equipment also enables sessions to be recorded, allowing trainees to review procedures in detail and giving trainers the opportunity to reflect and provide better feedback.



THE CHANGE WE ACHIEVED

For Patients:

- More procedures can now be delivered locally, reducing the need for long, difficult journeys.
- Patients will be seen sooner, with fewer repeat appointments.
- Improved quality of procedures thanks to upskilled staff.

For Staff:

- Significant boost in morale, with staff describing the change as "something worth celebrating."
- New opportunities for trainers and trainees alike.
- A stronger pipeline of skilled endoscopists for the future.

For NHS Highland:

- The endoscopy team were encouraged to apply for training centre status by the Joint Advisory Group (JAG) assessment team in 2024 when the team become the first Acute unit in Scotland to achieve JAG Accreditation - a nationally recognised mark of excellence.
- Hosting training courses will develop the service and strengthen recruitment.

THE JOURNEY AHEAD

The new video training equipment has positioned the Endoscopy Unit as a future centre of excellence in Scotland. The team plans to run regular courses in basic skills and specialist techniques, attracting trainees from across the country. This investment not only supports today's patients but also builds a stronger, better-trained workforce for the future.

The excitement among staff shows just how much this has meant to the team:



"This is going to grow the workforce of tomorrow."

"The staff are thoroughly excited to start training"

"This gives me everything I need in one place."

Above all, this project was made possible thanks to the generosity of donors. Their support has ensured that patients in Highland can look forward to better care, closer to home, for years to come.