

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting date:	Tuesday 28 March 2023
Title:	Board briefing
Responsible Director:	Claire Burden, Chief Executive
Report Author:	Shona McCulloch, Head of Corporate Governance

1. Purpose

This is presented to the Board for:

- Awareness

This paper relates to:

- Local policy

This aligns to the NHS Scotland quality ambitions of

- Safe, Effective and Person Centred.

2. Report summary

2.1 Situation

Key areas of interest are advised to Board Members for awareness at each Board meeting. The Good News stories provide Members with information from across the organisation which shows the good work being delivered by our teams to improve patient and community care and recognises awards received locally and nationally.

2.2 Background

At each Board meeting the briefing provides:

- Good News stories from across NHS Ayrshire & Arran (NHSAA)
- Key events from the Chief Executive and Board Chair diaries
- Circulars from the Scottish Government Health & Social Care Directorates
- Current consultations

Further briefing updates will be issued following the Board meeting from the Communications Department via e-News, Stop Press, Daily digest and Team talk. Up-to-date information is also published on NHS Ayrshire & Arran's website www.nhsaaa.net

Should you require further information in relation to the briefing, please contact Shona McCulloch, Head of Corporate Governance via email at aa-uhb.ceo@aapct.scot.nhs.uk.

2.3 Briefing - Good News Stories

Ayrshire Head of Audiology wins Chairman's award from Academy for Healthcare Science

Joanne Edwards, Director of Acute Services

Adrian Carragher, NHS Ayrshire & Arran Head of Audiology, was awarded the Chairman's Award from the Academy for Healthcare Science (AHCS) at an event in the House of Lords in London earlier this month. The award was in recognition of Adrian's contribution to the Academy.

AHCS is the single overarching body for the entire UK Healthcare Science workforce. It works alongside the Health Care Science (HCS) professional bodies and with others to help strengthen the visibility of the contribution of HCS to health care in the UK.

Adrian has been responsible for helping promote the work that the Academy leads on in terms of education, training, standards and registration with a particular focus on his own area of Audiology.

Our congratulations go to Adrian on this prestigious award.



Let's Talk about Menopause

Lynn McNiven, Director of Public Health

The NHS Ayrshire & Arran Menopause Team launched its staff menopause awareness programme during World Menopause month in October 2022. Menopause is a natural phase in a women's reproductive life and will affect most women at some point in their lives. Every woman's journey through menopause is different but the British Menopause Society survey shows that up to 25% describe their symptoms as severe and debilitating. This can affect women in all parts of their lives including their work life.



Within NHS Ayrshire & Arran 46% of the workforce are women aged 45yrs and above. Therefore a large proportion of our workforce will be approaching menopause, going through it or have gone through it. Supporting our staff by increasing awareness of the menopause, available support systems and workplace policies which can be utilised to support them at work is imperative to ensure staff wellbeing, retention of our experienced workforce and for future recruitment.

Our team based within Public Health and Sexual Health have developed staff awareness and support sessions that have been running once a week, rotating through different hospital sites – University Hospital Crosshouse, University Hospital Ayr, Girvan Community Hospital, and East Ayrshire community Hospital. These sessions have been fully booked and feedback from staff has been excellent with 100% reporting that they found the session helpful, 100% reporting that it improved their knowledge of menopause and 100% reporting that they would recommend the course to a colleague. We have also been successful in obtaining funding

from endowments to allow these sessions to continue through 2023/24, and hope to be able to secure a permanent funding stream in the near future so we can embed this vital service for our staff for the long term.

To further our commitment to becoming a 'Menopause Friendly Employer' we have signed up to an accreditation programme for this recognition through the company Henpicked. We hope to become the first NHS Board in Scotland to achieve this recognition. We have started a policy group – Menopause at Work Policy Group to review and work towards the recommended standards. This group consists of members from the menopause team, Public Health, Occupational Health, Human Resources, staff wellbeing and Health and Safety.

Through all of these actions we hope to improve the working lives of our staff experiencing menopause, and make NHS Ayrshire & Arran a menopause-friendly place to work.

Our next priority is to expand our work to the community. This has already started with the development of a network of interested GPs led by our menopause strategic/clinical lead, and our participation in a national innovation challenge to find new tech solutions for women experiencing menopause.

News from our partners:

East Ayrshire Health and Social Care Partnership (EAHSCP)

Two EAHSCP teams win at iESE Awards finals

Congratulations are in order for two EAHSCP teams, who were winning finalists in this year's iESE Public Sector Transformation Awards! These awards are an opportunity to recognise and celebrate innovative practice in transforming local public services.

Our HEART team (Helping Everyone At The Right Time) won Bronze for Customer Focus, while our Social Care Learning Hub won Silver for the People, Value and Culture category. The awards ceremony took place on Wednesday 8 March, with senior management staff Sina Currie, Charles Rocks and Craig Ross in attendance, as well as our Director, Craig McArthur.

East Ayrshire wins Digital Telecare Award

Our Analogue to Digital team recently received an award from Digital Telecare for Scottish Local Government – an amazing achievement and a milestone step in delivering technology enabled care (TEC) in East Ayrshire.

The Bronze Digital Telecare Implementation Award recognises the progress we have made in our analogue to digital transition project and sets the foundations upon which the future of the project will rest.

We recognise the importance of transitioning the Community Alarm service from Analogue to Digital and, on the announcement of Telephony companies ending the sale of copper analogue lines and transitioning to digital, we immediately began planning for the transition.

This involved the recruitment of the Analogue to Digital (A2D) team, who have responsibility for the transition of the Community Alarm service and associated equipment.

First action by the A2D team was to review current systems and equipment, working with internal and external partners to procure and upgrade the call handling system and continue to provide a valuable service to those most vulnerable in our community.

The Analogue to Digital team will now focus on the procurement and roll out of the new digital ready Community Alarm units, strengthening our position as the transition gathers pace.

Erik Sutherland, Chair of the Analogue to Digital Board in East Ayrshire, said: "It is with great pride that I extend congratulations on receiving the Bronze Digital Telecare Implementation Award to all officers involved in this.

"Colleagues have made fantastic progress in delivering on digital Technology Enabled Care (TEC). Strategically, we want to realise the huge potential of TEC across health and social care and the life-changing benefits of this for the residents of East Ayrshire.

"TEC plays a vital role in enabling independent living, community inclusion and innovative forms of care and support, and I consider it an honour to be see how TEC adds to quality of life for people.

"The upgrade of the control from analogue to digital ensures that we are able to continue to support the most vulnerable in our communities in the digital age. I would like to thank all officers involved for their contributions in reaching this incredible milestone.

"Thanks also go to colleagues in Digital Telecare at Scottish Government for the recognition of our progress. We look forward to continuing our work on the transition from analogue to digital telecare as we progress toward the Silver Award.

"This achievement has encouraged us to continue to strive for excellence in delivering TEC. It's an exciting time for TEC in East Ayrshire."

Achieving the Bronze Award is a significant milestone for the Analogue to Digital team and for the partnership as a whole.

With this digital alarm receiving solution in place, we can now move towards the first phase of testing with alarms and peripherals.

We will continue to work with Digital Telecare for Scottish Local Government as we progress towards the Silver Digital Telecare Implementation Award.

Pathfinder Project celebrates success

The East Ayrshire Pathfinder Project recently held an event to celebrate its achievements so far.

The project, which has now been running for three years, aims to use Technology Enabled Care (TEC) to transform health and social care provision in the Irvine Valley, for people aged 65 and over and for those with long-term health conditions.

50 friends of the project were welcomed to Loudon Golf Club to look back on what the project has achieved, including the five solutions that have been implemented to support people in the area.

East Ayrshire leads Local Conversation on wellbeing

Local residents and families were invited to take part in a series of events to give their views on community-based health and wellbeing services in their area.

Hosted by East Ayrshire Health and Social Care Partnership, the annual community discussion events called Local Conversations, were open to all who live in East Ayrshire and wanted to have their say to help improve local community health and social care services.

The first event took place on Friday 3 February at St. Kentigern's Church in Kilmarnock, followed by events at Netherthird Community Centre in Cumnock on Friday 10 February and Galston Community Centre on Friday 17 February.

As well as inviting the public to have their say on health and social care services, each Local Conversations event hosted market stalls to provide practical, on the spot resources and advice, interactive workshops and local entertainment.

Three years of keeping The Promise

In 2016 the First Minister instructed an independent review of the Care System in Scotland. Running from 2017 to 2020 the review listened to more than 5,500 voices, over half of which were children and young people who have experience of the care system.

The conclusion of this work was The Promise, which was published three years ago.

The Promise sets out what needs to change to make sure that all of Scotland's children grow up safe, loved and respected, with a goal to #KeepThePromise by 2030.

Here in East Ayrshire, partners have been working hard to ensure we deliver on our commitment to #KeepThePromise.

A Promise Oversight Group, featuring members of the children and young people's strategic partnership and key partners from across the public sector, has been established to support the development of our local Promise Implementation Plan.

To ensure we are identifying the right local priorities the group has undertaken a detailed self-evaluation of our progress in delivering on the Plan 21-24 actions.

We have also undertaken a listening exercise with all of East Ayrshire's children in care and care leavers to learn about the things that are important to them. This was done in partnership with national partners Corum Voice and CELCIS via the Brightspots Survey. Together, this has given us clear information about areas we need to address.

Our priorities include a focus on:

- Helping children in our care to build and maintain relationships with the people who matter to them
- Ensuring care-experienced children and young people receive all they need to thrive at school and achieve their full potential
- Ensuring that children moving on from care receive the love and support they need to live independently
- Equipping the workforce to effectively identify and support people who experience trauma, and
- Providing early and intensive help and support to families who need it.

East Ayrshire Advocacy Services (EAAS) congratulates team member after graduation

EAAS recently congratulated a member of their team following his graduation from the Scottish Drugs Forum Addiction Workers Training Project.

Dominic McCormick first came to EAAS in 2020 to complete a six-month placement as part of his SDF training, where he worked as a Peer Advocate with their Represent Recovery Service.

During this time he supported people with alcohol and drug addictions to engage with recovery organisations, health services and the Department for Work and Pensions to ensure their voices were heard when decisions were being made about their lives.

Dominic then went on to a further placement with the East Ayrshire branch of We Are With You, again supporting people with addiction issues.

After completing his course with the SDF in 2021, funding from the Corra Foundation allowed Dominic to return to EAAS for a further year. In 2022, EAAS were then able to offer him a full-time, permanent post as an advocacy worker with their addiction service, which he is now developing further.

Dominic also invited EAAS CEO, Irene Clark, to Glasgow City Hall in September 2022 for his graduation ceremony from the SDF training programme, which had been delayed due to Covid-19. This was a wonderful day of celebration, inspirational stories and a very proud day for Dominic and EAAS!

We are sure Dominic will be a real asset to the EAAS team and that his support will change many lives in East Ayrshire. Congratulations on this terrific achievement!

Talented Jayden is featured in exhibition for Quentin Blake

The work of a young, East Ayrshire artist has been featured in an exhibition at Kilmarnock's Dick Institute.

The Children's Illustration exhibition, celebrating Quentin Blake's 90th birthday, invited children aged 7 to 16 to submit drawings inspired by the illustrator's work, which appears in many books by children's author, Roald Dahl.

Jayden Penrose is a member of ArtClub, a group of care-experienced young people who meet every week in the Dick Institute, using creative mediums to explore the issues that are important to them. His submission, 'Geraldine at a 3D Movie', was on display in the Young People's Gallery until the exhibition ended on Saturday 25 February.

Geraldine Greene, Visual Art and Exhibitions Officer for East Ayrshire Leisure Trust, was heavily involved in setting up ArtClub, and continues to support its members to engage with art as a means of expressing themselves:

"It's wonderful having ArtClub sessions as a regular feature at the Dick Institute. It's such a supportive and creative group and always inspiring to see what new artwork the young people have been making and to hear their ideas. This brings another valuable dimension to our visual art programme, and a lovely creative atmosphere to the venue during their workshops."

North Ayrshire Health and Social Care Partnership (NAHSCP)

Neurodevelopmental Empowerment & Strategy Team (NEST) – Community Paediatric Psychology Service – Innovative partnership work

A new Neurodevelopmental Empowerment & Strategy Team (NEST) has recently launched within Ayrshire. In support of this NEST and the Community Paediatric Clinical Psychology Service have joined together to roll out the long term, and regular delivery of an innovative “Introduction to complex behaviours” workshop.

The Community Paediatric Clinical Psychology Service had previously developed materials for a behaviour workshop for parents and carers for children and young people referred to their service for intervention due to concerns about behaviours. The workshop served as an introduction and foundation for further individual input from the service. Over the last six months the psychology team have worked closely with NEST in adapting these materials and co-delivering the workshop to parents and carers.

Combining the knowledge and expertise of David Campbell (NEST Programme Lead), Jo Rogerson, Anna Forbes-Gray and Gail Milroy (from Community Paediatric Psychology) with the delivery of the workshops, along with the rest of NEST to help with the organisation of groups, has been invaluable in the success of the workshops. The co-delivery of these workshops has increased accessibility and reduced barriers to attending and accessing the workshops as:

- Parents and carers can easily sign up for the workshops via the NEST website www.nest.scot
- No diagnosis or referral is required and families do not need to be open to any service
- The workshops are running regularly so there are not substantial waiting times
- Parents and carers may prefer this format and benefit from meeting others in a similar situation

It is hoped that providing support in this accessible and early way may prevent concerns from escalating and therefore have a longer term impact on broader service needs.

Colleagues from other disciplines in Rainbow House regularly signpost families to the workshops run by NEST and have all reported positive feedback from families who have been able to attend. So far 42 families have benefited through parents/carers attending the introduction to understanding complex behaviours workshops.

This is only the beginning of a very promising and long-lasting partnership. Moving forward we are looking to launch additional workshops to further support early intervention, with a selective eating workshop due to be piloted in the coming months. In line with the ethos of NEST, all the workshops are open to anyone, and no diagnosis is required to attend. We will continue to deliver these workshops on a monthly basis across Ayrshire, continuing to promote empowerment through practical and relevant advice and information delivered through person centred approaches.

If Board members are interested in any further information please visit www.nest.scot or feel free to contact David Campbell on david.campbell3@aapct.scot.nhs.uk

First residents move into new Caley Gardens homes

The first tenants have moved into an exciting new housing development that promotes independent living for North Ayrshire residents with disabilities.

Caley Gardens consists of 12 one-bedroom and three two-bedroom homes on the site of the former Caley Court sheltered housing complex in Stevenston.



The £3m development, which was supported by £1m Scottish Government grant funding, is the latest supported living accommodation to be completed by North Ayrshire Council and North Ayrshire Health and Social Care Partnership to provide homes for people with physical and learning disabilities and/or mental illnesses.

A number of similar developments have already opened over the past few years, including Bessie Dunlop Court in Dalry, Bute Walk in Largs, St Michael's Gardens in Kilwinning and Trindlemoss Court in Irvine.



Each home is equipped so that assistive technology can be installed to suit the needs of each individual resident, helping to provide support in a way that promotes independence as well as reducing risk. In addition, 24-hr responsive support is being provided by third sector partner Key, who have been providing personalised support in the area for almost 30 years.

South Ayrshire Health and Social Care Partnership (SAHSCP)

Ayrshire Nurse wins award for Parkinson's medication breakthrough

Nick Bryden, a Specialist Nurse at Biggart Hospital in Prestwick treating patients with Parkinson's disease, has been awarded the 'Parkinson's Advanced MasterClass 42' project accolade by the Neurology Academy. Nick received the award for his recent work, which helps to keep track of patients' medication needs. The project title was "improving timely medication access for people with Parkinson's in hospital through combined use of electronic records and education".

The work carried out by Nick, Richard Cottrell (Lead Pharmacist for HEPMA) and the Parkinson Team helps to ensure patients receive essential timely medication by using an electronic prompt ensuring that the patients receive timely treatment tailored for them specifically. Nick's extensive reporting systems have combined the work between the Parkinson's team and general wards, with a better understanding of Parkinson's medication. It is hoped that Nick's project will be introduced across the Scotland NHS Boards. This is an outstanding achievement for Nick, demonstrating his commitment to his role

The MSP for South Scotland, Sharon Dowie, wrote to Nick to congratulate him on the award and the MSP lodged a motion in the Scottish Parliament for parliament to recognise and congratulate him on his achievement.

[S6M-07776 | Scottish Parliament Website](#)

Chief Executive and Board Chair diary key events

Chief Executive's Diary Key Events 29 March 2023 – 23 May 2023	
April	
3	Meeting with local MSP
6	West of Scotland Health and Social Care Delivery Programme Board
11/12	Board Chief Executives meetings
13	Meeting with local MSP
14	Meeting with Ayrshire Local Authority Chief Executives
14	Meeting with local MP
20	South Ayrshire Community Planning Partnerships Board
24	Healthcare Governance Committee
26	National event: Blueprint for Good Governance
May	
2	Information Governance Committee
4	Integrated Governance Committee
9	East Ayrshire Community Planning Partnership Executive Officers' Group
9/10	Board Chief Executives meetings
12	Meeting with Ayrshire Local Authority Chief Executives
23	NHS Ayrshire & Arran Board meeting

Chair's Diary Key Events 29 March 2023 – 23 May 2023	
April	
3	Meeting with local MSP
26	National event: Blueprint for Good Governance
May	
2	Information Governance Committee
4	Integrated Governance Committee
22	NHS Chairs' Meeting
23	NHS Ayrshire & Arran Board meeting

Circulars from the Scottish Government Health & Social Care Directorates

Published since last Board briefing

Circulars	Lead Director(s)
CMO(20223)01 Derogation from reporting seasonal influenza deaths to COPFS	Medical Director
CMO(2023)02 Nice guidance IPG666: Reducing the risk of transmission of Creutzfeldt-Jakob disease (CJD) from surgical instruments used for interventional procedures on high-risk tissues	Nurse Director
DL(2023)01 Extant guidance on infection prevention and control, face make and face covering use and patient testing for COVID-19 infection	Nurse Director
DL(2023)02 NHS Health Boards and Special Health Boards Remuneration Increase 2022-23: Chairs and Non-Executive members	Director of Finance
DL(2023)03 NHS Scotland Assure: key stage assurance reviews (KSAR) commissioning and handover	Director of Finance & Director of Infrastructure & Support Services
DL(2023)04 Carry forward of annual leave from 2022-23 to 2023-24	Human Resources Director & Director of Finance
DL(2023)05 Supplementary Staffing – Agency Control	Human Resources Director
DL(2023)06 Further update on Standards on Healthcare Associated Infections and Indicators on Antibiotic Use and changes to Hospital Onset Covid-19 Reporting	Nurse Director
PCA(D)(2023)01 Support for Dentist in Opening a Dental Practice	Director of East Ayrshire Health & Social Care
PCA(M)(2023)01 GMS uplift 2022/23	Director of East Ayrshire Health & Social Care
PCA(M)(2023)02 Special Public Holiday to celebrate the Coronation of King Charles III and Queen Consort Camilla	Director of East Ayrshire Health & Social Care
PCA(M)(2023)03 Cervical Screening Reinstatement: Temporary Enhancement to Service	Director of East Ayrshire Health & Social Care
PCA(O)(2023)01 Community Glaucoma Service (CGS): CGS Application Process	Director of East Ayrshire Health & Social Care
PCA(P)(2023)03 Serious shortage protocol: Estradot (Estradiol) 50 microgram patches	Director of Pharmacy
PCA(P)(2023)04 Serious shortage protocol: Estradot (Estradiol) 100 microgram patches	Director of Pharmacy

Circulars	Lead Director(s)
PCA(P)(2023)05 Extension and amendments to serious shortage protocols (SSPS) for Phenoxyethylpenicillin products	Director of Pharmacy
PCA(P)(2023)06 Extension on the serious shortage protocols issued for Sandrena 500 microgram and 1mg gel sachets	Director of Pharmacy
PCA(P)(2023)07 Community Pharmacist Practitioner Champions	Director of Pharmacy
PCA(P)(2023)08 Pharmaceutical services amendments to the Drug Traffic Part 11 Discount Clawback Scale	Director of Pharmacy
PCA(P)(2023)09 Extension to serious shortage protocols (SSPS) for Phenoxyethylpenicillin products and Sandrena® gel sachets	Director of Pharmacy
PCA(P)(2023)10 Serious shortage protocol: Paracetamol suppositories 120MG	Director of Pharmacy
PCS(AFC)(2023)01 Overtime for Band 8 and 9 staff	Human Resources Director & Director of Finance
PCS(ESM)(2023)01 Pay and conditions of service - Executive and Senior Management Pay 2022-23	Human Resources Director
PCS(ESM)(2023)02 Pay and conditions of service: executive and senior management pay 2022-23: consolidated performance related pay	Human Resources Director

Consultations/Call for evidence or written submission

(In progress or published since last Board briefing)

From	Topic	Response due
Scottish Government	2023\Covid19 Recovery	10 February 2023 Responded
Healthcare Improvement Scotland	Gender identity healthcare standards scoping report - consultation	13 February 2023 Responded
Scottish Government	Scottish Public Pensions Agency - NHS Pension Scheme (Scotland) Consultation - Retirement flexibilities and changes to pension rules regarding inflation	16 February 2023 Responded
Scottish Government	2023 Freedom of Information Reform (Scotland) Bill - consultation	14 March 2023 Responded
Scottish Government, MH Quality Standards	Consultation: Quality Standards for Adult Secondary Mental Health Services	14 March 2023 Responded
Scottish Environment Protection Agency	2023 Consultation Under section 77 Flood Risk Management (Scotland) Act 2009 Programme of Works to Flood Warning Systems	31 March 2023 Responded

From	Topic	Response due
Minister for Public Finance, Planning and Community Wealth	2023 Scottish Government Consultation Community Wealth Building	18 April 2023
Department of Health and Social Care	2023 Regulation Reform Consultation	16 May 2023

2.3.1 Quality/patient care

Good News Stories provide an opportunity for Members to be aware of a range of positive impacts on the quality of care and the services we provide for our patients and communities.

2.3.2 Workforce

There is no impact on workforce from this briefing.

2.3.3 Financial

There is no financial impact from this briefing.

2.3.4 Risk assessment/management

This briefing document does not relate to any areas of risk.

2.3.5 Equality and diversity, including health inequalities

This briefing document has no impact on equality and diversity. Where specific good news stories relate to service improvements Equality Impact Assessment would be carried out as necessary.

2.4 Recommendation

Members are asked to receive the briefing for awareness.