

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting date:	Monday 14 August 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

Public Protection Health Service Open Door Event 20/07/23

Ann McArthur, Adult Support and Protection Lead

The Public Protection health service consists of the Child Protection Health team, the Multi-Agency Risk Assessment Conference (MARAC) Coordination team and the new Adult Support and Protection (ASP) Health Team.

To celebrate the first birthday of MARAC, promote the new ASP service going live from 1 August and to commemorate the 75th anniversary of the NHS, the MARAC and ASP teams hosted an Open Door event on 20 July 2023.

The teams work alongside colleagues from across the NHS, Health & Social Care Partnerships, Local Authorities, Police Scotland and many voluntary and third sector agencies. We were delighted to open our doors and invite colleagues to see our work environment and learn more about us and how we deliver our service, and this was an ideal way to network in person.



The event was a great success and colleagues from Police Scotland, Adult Protection Committee, Learning Disability services, Drug and Alcohol services, Children's services, Women's Aid, Violence Against Women Partnership and NHS 24 came along for tea and cake. This informal networking led to lots of positive discussions including exploring staff training opportunities, thinking of ways to reduce duplication in processes and considering how best to support the strong links with safeguarding processes. All in all a very successful event.

Celebrating Success

Quality Improvement showcase and achievements

Jennifer Wilson, Nurse Director

I have recently had the opportunity to share in the celebrations of NHS Ayrshire & Arran colleagues, including at our QI Showcase on 31 May and Ayrshire Achieves Event on 1 June.

In particular I would like to extend a huge thanks and congratulations to Mary McKenna, Senior Charge Nurse in Burnock ward and Shona McKie, Improvement Advisor who won the best oral presentation for “Fall Numbers Fall as Quality Improves – A collaborative approach to reducing inpatient falls”, and to Hayley Januszek, ICU Nurse who together with Laura Barrett, Physiotherapist won Best QI Methodology award for their project “Is it time to get moving?” at the QI Showcase event.



Congratulations also to Stephanie Gilfedder and Alison Toner, Senior Nurses in Mental Health who I was delighted to see nominated at the RCN Scotland Awards for the Learning in Practice Award.

As always it was uplifting to hear the good news stories and successes, and to see colleagues receive the recognition they deserve for exceptional achievements.

UK recognition for NHS Ayrshire & Arran Information Governance Manager

Ann Wilson Head of Information Governance

Natali Higgins, Information Governance Manager (Corporate Records) for NHS Ayrshire & Arran, has been awarded with the Information and Records Management Society (IRMS) Professional of the Year Award 2023.

Natali was presented with the award in front of hundreds of fellow professionals from across the UK private and public sector at the recent IRMS annual conference in Manchester.

Natali leads on the work within NHS Ayrshire & Arran to improve and embed the management of corporate records in day-to-day practices to support the efficient operation of services and compliance with legislation. Despite the challenges, Natali's determination, passion and positive attitude has resulted in significant improvements in a number of areas.



Natali's professionalism, her prominence in the profession and her strong advocacy skills led to her being appointed in 2022 to lead the review of the Scottish Government Records Management Health and Social Care Code of Practice. Natali is currently seconded to

Scottish Government three days a week to lead on this national project, and is also Chair of the NHS Records Management Forum.

Ann Wilson, Head of Information Governance for NHS Ayrshire & Arran, said: “Natali has a wealth of knowledge and expertise, and no matter how busy or pressed she is, she is always willing to take the time to support and share her knowledge with colleagues.

“To win this award is an amazing and well-deserved achievement, particularly since she was nominated by her peers in the profession, who recognised her dedication, professionalism and knowledge. Everyone in the Information Governance department is very proud of her.”

Volunteer of the Year Award

Joanne Edwards, Director of Acute Services

Claire McLaughlan, Healthcare Support Worker at the Combined Assessment Unit Crosshouse, has won the national “Volunteer of the Year” award at The Third Sector Awards 2023 ceremony in a London followed by The Scottish Centre for Personal Safety’s “Volunteer of the Year” award 2023.

Claire has volunteered over 200 hours for charity and has helped to train almost 1,000 vulnerable people in empowering personal safety skills in the last year alone. Claire has helped the charity to train children, female survivors of violence, people with learning disabilities and ethnic minority groups since January 2022.

I am delighted to join Claire’s colleagues in congratulating her on the recognition of her personal motivation and commitment to empowering others and her well-deserved success.

[Claire McLaughlan named volunteer of the year for ScotCPS | Irvine Times](#)



Award for Lead Midwife, Royal College of Obstetricians and Gynaecologists World Congress

Joanne Edwards, Director of Acute Services

Mary Garven, Lead Midwife within NHS A&A has been awarded the “Best in Session Oral Presentation” at the Royal College of Obstetricians and Gynaecologists World Congress conference in June, for presenting Ayrshire & Arran’s team approach to PRAMS (Pregnancy Anaemia Management Scotland).

Nationally, Scottish Government has focused on anaemia in pregnancy as a key area for improving maternal and fetal outcomes since 2020 as up to 46% of pregnant women were found to be anaemic during pregnancy. PRAMS was developed in order to improve the management of anaemia in pregnancy and Ayrshire and Arran became a pilot site for this project in 2021. A national pathway has now been recommended for the management of anaemia in pregnancy, which each health board has tailored for local implementation. The main objectives of the project were to offer all women serum ferritin testing with a view to prescribing the majority of women 95% (unless contraindicated) on oral prophylactic iron one

tablet three times per week. Data was collected from over 500 women and their anaemia levels were extracted from their electronic records at 28 weeks gestation, 34 weeks gestation and prior to birth.

The results from the pilot have shown an improvement and anaemia rates across Ayrshire and Arran continue to be well below the national average. New guidance on checking ferritin levels have proved to be safe and cost effective and these changes are now firmly embedded in practice resulting in improved health for both mothers and babies.

I am proud of the achievement of the team and delighted that their approach has been recognised nationally by the RCOG.

News from our partners:

North Ayrshire Health and Social Care Partnership (NAHSCP) Utilising feedback within Ward 5, Woodland View to enhance client experience

Ward 5 is a residential unit, which provides a specialist service for residents of Ayrshire and Arran over the age of 16, who have an alcohol and/or drug problem and mental health issues. The ward has 10 beds for residential care; five for rehabilitation and five for detoxification with four day care places available. It is situated within the grounds of Woodland View, Ayrshire Central Hospital.

Ward 5 strives to continuously improve the service and to this end, a robust process is in place to gather client and family/carer feedback within the service, which is used to enhance the future client experience.

Feedback is collected via various methods, such as:

- ✓ Attendance at focus groups with individuals currently receiving the service
- ✓ Formal comment cards – client and family/carer
- ✓ Remote feedback tools such as the NHS Ayrshire & Arran Alcohol and Drug App
- ✓ External platforms such as Patient Opinion
- ✓ Unsolicited feedback such as thank you cards



Examples of some recent positive feedback

“I liked everything about Woodland View. The staff, the environment, the dignity and respect shown to the individual and the quality of care. I felt safe & respected. I felt listened to and was confident when communicating with staff from domestics to doctors. Love the place although my detox journey was tough at times, so glad this place exists”



“I liked the whole set up of the unit. Good food, fantastic staff, always there to help you when you've been in a dark place. My health has been better and my mental health has improved”

“I was given the tools and support in my recovery journey. I learned something every single day about life and myself – made a massive difference to my life”

“Staff are willing to help out in our journey. They make you feel that you are no different – giving you confidence in yourself, self- respect”

Feedback received throughout the focus groups identified that individuals were looking for more physical activities within the programme. Actions were put in place and positive outcomes have promoted physical activity and enhanced the mental health and wellbeing of individuals within Ward 5.



Introduction of physical activities to promote physical/mental health



Everyone who attends ward 5 for detox or rehabilitation will have a referral made to our physiotherapy team. Individuals are assessed for any mobility issues if appropriate and also offered an induction programme at the gym within the beehive area of Woodland View, which they can attend out with the rehab group programme times. We have also introduced daily walking groups within the programme which start at 9.30am Monday – Friday. Physiotherapist colleagues now provide a specific session within the programme in relation to the importance of physical activity in a daily routine.

Access to an exercise bike within the ward area

Some of the feedback from individuals within the focus groups was in relation to accessing an exercise bike while in Ward 5. Although the gym at the beehive can be accessed by rehab patients, this is only available at certain hours. Detox patients are not permitted to leave the ward due to health and safety reasons and having access to an exercise bike on the ward would allow everyone to use this at any time of day or night. Thanks to the Mental Health Endowment fund, Ward 5 now have a high quality exercise bike for all patients to utilise at their leisure within the ward.



Chief Executive and Board Chair diary key events

Chief Executive's Diary Key Events 15 August 2023 –9 October 2023	
August	
15/16	Board Chief Executive's meetings
September	
7	Performance Governance Committee
8	Meeting with Ayrshire Local Authority Chief Executives
11	Healthcare Governance Committee
12/13	Board Chief Executive's meetings
14	East Ayrshire Council and East Ayrshire Community Planning Partnership Board Joint Engagement Event
14	North Ayrshire Community Planning Partnership Board
18	Information Governance Committee
18	South Ayrshire Chief Officers Group
21	East Ayrshire Community Planning Partnership Board
26	East Ayrshire Chief Officers Group
29	Meeting with local MSP
October	
2	Meeting with local MSP
9	NHS Ayrshire & Arran Board meeting

Board Chair's Diary Key Events 15 August 2023 –9 October 2023	
August	
21	NHS Chairs' Meetings
September	
7	Performance Governance Committee
11	Healthcare Governance Committee
14/15	BCG Away Day
21	East Ayrshire Community Planning Partnership Board
27	Audit and Risk Committee
October	
2	Meeting with local MSP
9	NHS Ayrshire & Arran Board meeting

Circulars from the Scottish Government Health & Social Care Directorates

Published since last Board briefing

Circulars	Lead Director(s)
CDO(2023)01 Falsified Medical Oxygen	Director of East Ayrshire Health & Social Care
CDO(2023)02 Withdrawal of the Coronavirus (Covid-19): Extended use of Face Masks and Face Coverings Guidance across Health and Social Care	Director of East Ayrshire Health & Social Care
CDO(2023)03 Turas Programme for Dental Nurse Induction	Not yet issued
CMO(2023)08 2023 Covid-19 Programme for At-Risk Children 6 months to 4 years of age	Director of Public Health
CMO(2023)09 Seasonal Flu Immunisation Childhood and School Programme 2023/24 – COHORT Confirmation	Director of Public Health
CMO(2023)10 Rabies Pre and Post-Exposure Patient Pathways	Director of Public Health
CMO(2023)11 Shingles Vaccination Programme: Introduction of Shingrix® Vaccine for the whole programme and expansion of eligible cohorts	Director of Public Health
DL(2023)12 Human Resource Aspect of Foundation and Specialty Training Programmes: Changeover Dates for 2023-2024	Director of Human Resources
DL(2023)13 F1 Induction and Shadowing Arrangements	Director of Human Resources
DL(2023)14 Supplementary Staffing - Agency Controls	Director of Human Resources
DL(2023)15 (Revised) Guidance for the Safe Delivery of Systemic Anti- Cancer Therapy	Medical Director
DL(2023)16 Update Decommissioning of Nitrous Oxide Manifolds	Director of Infrastructure and Support Services
DL(2023)17 Publication of the 'Healthcare Associated Infection Strategy 2023-2025	Nurse Director
DL(2023)18	Not yet issued
DL(2023)19	Not yet issued
DL(2023)20	Not yet issued
DL(2023)21	Not yet issued
DL(2023)22 Delivery of Neonatal Intensive Care in Scotland	Nurse Director
DL(2023)23 Intra-NHS Scotland Information Sharing Accord 2023	Medical Director
PCA(D)(2023)03 Amendment NO. 160 to the Statement of Dental Remuneration	Director of East Ayrshire Health & Social Care

Circulars	Lead Director(s)
PCA(D)(2023)04 Fees for New Determination 1	Director of East Ayrshire Health & Social Care
PCA(M)(2023)04 Enhanced services – supporting the national mission on drugs	Director of East Ayrshire Health & Social Care
PCA(M)(2023)05 Protected Learning Time in General Practice	Director of East Ayrshire Health & Social Care
PCA(M)(2023)06 National code of practice for GP premises update	Director of East Ayrshire Health & Social Care
PCA(M)(2023)07 Cluster Data and Intelligence Report – Type 2 Diabetes Mellitus in Adults	Director of East Ayrshire Health & Social Care
PCA(P)(2023)20 Additional Pharmaceutical Services Gluten Free Food Prescribable Product list	Director of Pharmacy
PCA(P)(2023)21 Serious shortage protocol: Utrogestan ® (Micronised Progesterone) 100MG Capsules	Director of Pharmacy
PCA(P)(2023)22 Additional Pharmaceutical Services – Payment for Forthcoming Naloxone Access Service	Director of Pharmacy
PCA(P)(2023)23 Amendments to the Drug Tariff in respect of part 7 Reimbursement Arrangements 2023/24	Director of Pharmacy
PCA(P)(2023)24 Extension on the Serious Shortage Protocol issued for Progynova ® TS 100 Microgram Patches	Director of Pharmacy
PCA(P)(2023)25 Extension to Serious Shortage Protocols (SSPS) for Clarithromycin Products	Director of Pharmacy
PCS(AFC)(2023)04 Changes to Section 15 of the Agenda for Change Handbook	Director of Human Resources & Director of Finance

Consultations/Call for evidence or written submission

(In progress or published since last Board briefing)

From	Topic	Response due
North Ayrshire Council	Vacant and Derelict Land Consultation	05 May 2023 No response issued
South Ayrshire Local Development	Draft Supplementary Guidance – Housing Site Design Briefs (Part2) South East Ayr	05 May 2023 Responded
Department of Health and Social Care	2023 Regulation Reform Consultation	16 May 2023 No response issued
NHS National Services Scotland –	2023 SHTM 86 Fire Risk Assessment Consultation	02 June 2023

From	Topic	Response due
Fire Safety Advisor		Responded
Health Improvement Scotland (HIS)	Healthcare Improvement Scotland – Core Screening Standards Consultation	13 June 2023 Individual responses
North Ayrshire Council	NA Housing developments at Ayrshire Central - Consultation	16 June 2023 Responded
Scottish Government	Relevant Authority Asset Transfer Request Activity: Annual Reporting 2022/23	30 June 2023 Responded
Scottish Government	Public Service Authority Participation Request Activity: Annual Reporting 2022/23	30 June 2023 Responded
Nuclear Decommissioning	HNB Decommissioning – Second Consultation	11 July 2023 Responded
Health and Social Care and Sport	Health and Social Care and Sport - Winter planning 2023-24	14 July 2023 Responded
East Ayrshire Planning	2023\230312PP Erection of Green Hydrogen production facility – 3.4 North of Patna	04 August 2023
North Ayrshire Council	2023\2300420PPM Erection of 85 residential dwellings with associated works – South West of Mosscolloch Farm, Kilwinning	09 August 2023
East Ayrshire Planning	East Ayrshire Local Development Plan 2 – LPD-190-4 Further information	16 August 2023 Responded
Health and Social Care and Sport	HSCS Committee: Pre-budget scrutiny Calls for View	25 August 2023
Healthcare Improvement Scotland	Congenital Heart Disease Draft Standards - Consultation	06 September 2023
Scottish Government - NSS.NHSS Scotland	Health and Care (Staffing) (Scotland) Act 2019 statutory guidance - Consultation	12 September 2023
Scottish Government	National Island Plan Review Consultation	09 October 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.