

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting date:	Tuesday 26 March 2024
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

Success at the 2024 Scottish Pharmacist Awards

Community Pharmacy of the Year

Logan Pharmacy, East Ayrshire, recently won the Community Pharmacy of the Year Award at the 2024 Scottish Pharmacist Awards. Logan Pharmacy were nominated by an NHS employee and have been described as always going above and beyond. The staff at Logan Pharmacy have been serving the local community for almost 15 years and they do so with individualised care for each person. They really know their patient population and not only serve the locals in Logan but also the wider population across the Cumnock area. Sitting in the heart of Logan, they are one of few health care providers outside the central locations across the Cumnock region. For this reason Cumnock have two delivery vans and deliver to patients 6 days per week to ensure that supplies can reach across the locality in a timely manner. Services have been tailored to the local needs which are heavily focused on Public Health, Logan and surrounding area sit within SMID 1-2 which shows that there is a high level of deprivation in the area so educating patients on the public health services is much needed. The team are a really friendly and always have a welcoming smile. Logan Pharmacy were delighted to win the award and be recognised for all the hard work that they do every day

Working in Partnership Award

The Ayrshire and Arran Discharge Pathways Steering Group recently won the Working in Partnership Award at the 2024 Scottish Pharmacist Awards, for the design and implementation of the community pharmacy discharge pathway. This pathway permits the electronic transmission of the Immediate Discharge Letter straight to a patient's chosen community pharmacy where it is dispensed ready for collection by the patient or carer, or delivered to their home, once they have been discharged from hospital. The steering group brought together multi-professional colleagues from acute, primary care and community pharmacy to collaboratively develop an innovative and efficient pathway that has resulted in reduced prescription turnaround times, improved patient flow and increased patient satisfaction.

Professor Jason Leitch and Dr John Harden visit NHS Ayrshire & Arran



Professor Jason Leitch, National Clinical Director of Healthcare Quality and Strategy, and Dr John Harden, Deputy National Clinical Director joined the graduation event of Ayrshire and Arran's Improvement Foundation Skills (AAIFS) on Wednesday 27 March 2024. They also visited Ayrshire and Arran's new Practice Development Unit at Park Ward.

AAIFS is Ayrshire and Arran's local quality improvement foundation skills training course. It has been adapted and developed from NHS Education for Scotland course material to deliver QI training to a multi-disciplinary group of staff across Ayrshire and Arran. In 2020 AAIFS cohort 1 was devised, where a cohort of 10 candidates were recruited with the aim of supporting local improvement projects. Each AAIFS candidate is supported by a mentor who has a quality improvement qualification and QI experience. AAIFS has evolved since the first year and now runs three cohorts of 40 candidates from across Ayrshire and Arran throughout each year. To date, 211 staff have completed the programme with a further 80 on course to

complete by end 2024. The QI faculty leading AAIFS has developed and has recently had their first learning and development day. Delivery of the AAIFS programme is constantly evolving and has seen significant change and improvement by using a blended learning approach and incorporating several change ideas. The AAIFS faculty collaboratively work with the Health and Social Care Partnership teams, the Digital Champions Network, Library Services, local human factors network, as well as the Daring to succeed team.

An integral part of the AAIFS journey is the graduation event which takes part on the final session of each cohort. This provides the AAIFS candidates an opportunity to share their improvement project, successes and QI learning.

The AAIFS faculty invite guests to the graduation event to share the success of the participants, hear about the improvement projects and about the difference that the work is making to health care services provided across Ayrshire and Arran. The graduation event was also attended by Sheila Cowan Board Vice Chair, Jenny Wilson Executive Nurse Director, Geraldine Jordan Director for Clinical Care & Governance, Linda Semple Non-executive Chair of the South Ayrshire Integration Joint Board, Tim Eltringham Director of South Ayrshire Health and Social Care Partnership, Billy McClean Head of Community Health and Care Services in South Ayrshire, Alexia Pellowe Clinical Director East Ayrshire Health and Social Care Partnership and William Lauder General Manager North Ayrshire Health and Social Care Partnership.

The AAIFS celebration event was met with positive feedback for the participants and the AAIFS faculty. Professor Jason Leitch and Dr John Harding sent their thanks stating that *“they had a great time and enjoyed hearing about the fantastic improvement projects that are underway and to see first-hand the good work that is being done”*. Jenny Wilson commented that it was an *“excellent visit which showcased NHS Ayrshire & Arran’s commitment to quality improvement”*.

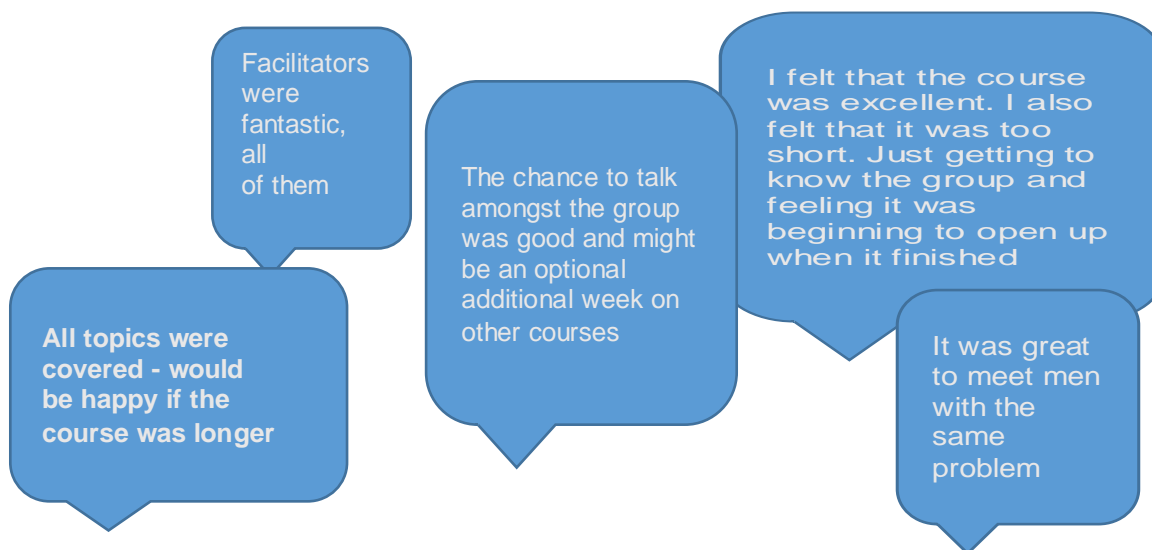


Wellbeing and Exercise for Men Living with Prostate Cancer

Wellbeing and exercise is often a second thought for men living with prostate cancer. It is traditionally an aspect which does not get much attention. Over the last few years there is a growing amount evidence supporting the importance of exercise and wellbeing. NICE (2019) recommend a 12 week exercise programme for men being treated with hormone therapy for a prostate cancer diagnosis. Furthermore the need for exercise and healthy lifestyle is well documented for all patients living with cancer. This has been identified as an area which NHSAA can improve in order to increase support to patients living with cancer.

Our Urology Oncology nursing service recognised the importance of making improvement and were enthusiastic to try and deliver appropriate advice and support to this large cohort of patients but due to a lack of resources this proved challenging. The team explored services which were provided by the voluntary sector and through collaborative working with Prostate Scotland and Ayrshire Cancer Support set up a 6 week wellbeing course, focusing on diet, exercise, managing side effects, erectile dysfunction, continence issues and side effects of treatments. Building on this success, the team set up a 13 week exercise group run by professional trainers with an educational component supported by NHS professionals. Both courses have evaluated extremely well and has demonstrated how using voluntary sector assets can improve patients' overall experience and wellbeing without additional costs to the NHS.

The following messages have been received from patients living with prostate cancer who have attend the course:



News from Infrastructure and Support Services

Harbourside, Irvine

The NHS Ayrshire & Arran owned former Richmond Fellowship premises at Harbourside in Irvine were successfully sold to a private developer via public auction in April for £215k. The book value of the property from the sale of £175k will be invested in the capital plan to support the Board's priorities. The sale removes backlog maintenance liabilities from the Board and allows this property to be refurbished and brought back into use by others to meet demand and enhance the Harbourside area of the town.

Ward 4a

Ward 4A at University Hospital Crosshouse has been comprehensively refurbished to meet current clinical standards and improve the environment for both patients and staff. Works were funded out of the Capital Investment Plan. The construction works have been completed and the accommodation will be available for use in June 2024, once testing of the water services has been completed.

Fardalehill

The Board successfully completed the purchase of three domestic properties at the Fardalehill development in Kilmarnock. These properties will provide additional residential accommodation for medical trainees, within walking distance of University Hospital Crosshouse campus. Funding was provided by Additional Cost of Teaching from NHS National Education Scotland.

Medical Equipment

At the end of the financial year, approximately £2.1m was invested in the replacement of medical equipment funded from the capital plan (includes £0.6m for pharmacy robot). This included additional in year funding of £500k from Scottish Government and the allocation of £245k of slippage from the capital plan to fund a replacement ophthalmology microscope.

News from our partners:

East Ayrshire Health and Social Care Partnership (EAHSCP)

Recovery groups help tackle addiction at Ayrshire football tournament



Eight football teams representing recovery groups from across Ayrshire came together to show addiction the red card and celebrate recovery in the community.

Taking place in Kilmarnock at the William McIlvanney Campus on Sunday 28 April, the football tournament was a triumph in boosting wellbeing and cheering on the network of organisations supporting recovery.

This year's event was organised by peer outreach worker, Jye McCormick and The Killie Community Trust, with support from East Ayrshire Alcohol and Drugs Partnership and Lived Experience Panel, East Ayrshire Leisure and the East Ayrshire Recovery Network. It is part of an Ayrshire-wide initiative to bring people together to improve mental health while showcasing the local support that is available to individuals and families.

The teams competing represented a wide range of groups and organisations: Minds of Recovery, Street Soccer Scotland, The Beacons, Veterans First Point, The Killie Community and an all stars team, with Harbour Ayrshire and EACH Recovery Matters lifting the tournament trophies.

Presenting the awards, Craig McArthur, Director of East Ayrshire Health and Social Care Partnership, said:

"This year's tournament has been another resounding success and a fitting tribute to our recovery community and everyone involved. We were delighted to have the baton passed to us by South Ayrshire and our thanks goes to all the groups across Ayrshire who have come out to show their commitment to supporting those affected by alcohol and drugs to recover."

Councillor Clare Maitland, the Council's Spokesperson for Health and Social Care really enjoyed the atmosphere at the campus, adding:

"Events like these are important. Not only are they having a positive impact on mental health, they also help tackle the stigma of addiction and raise awareness that recovery is possible. Congratulations to all participants who joined together, demonstrating the strength of the support network who are championing recovery every day across Ayrshire."

CHAT class participants celebrate progress at spring parties

Our Community Health Activity Team (CHAT) staff and class participants had a fantastic time at their recent spring parties.

Every quarter the team brings their classes together for coffee, cake and a social 'CHAT', where participants can get to know each other and share and celebrate their progress together. Guest speakers are also invited to attend, with CHAT Stigma Officer, Fiona Rankin, speaking to guests on breaking down the barriers of stigma in recovery.



Greatix Award recognises Stewarton Community Nursing Team

Congratulations are in order for the Stewarton Community Nursing Team, who were recently nominated for an NHS Ayrshire & Arran 'Greatix Award'.

The nomination comes after feedback from a patient's next of kin, which praised team members for their dedication and delivery of holistic and compassionate care. The family also expressed their gratitude for the care and support provided by the team throughout an extremely difficult and distressing time.

Glowing praise for Care at Home staff

We recently received some lovely feedback from the relatives of a service user following support from our Care at Home staff.

"Many thanks to all the carers who looked after Beryl so well. We are so grateful for the assistance everyone gave to keep her going and to make her comfortable. Thanks for your hard work – it's so important."

The son of another service user also described our Care at Home staff as "absolutely outstanding", adding that he is "extremely happy" with the Care at Home service in place, particularly from our Community Care Officers, Fiona and Sophie.

Care and Repair Service secures funding for project



Our Care and Repair Service recently secured funding from Care and Repair Scotland to launch a Digital Inclusion Project for older residents in East Ayrshire.

Leading the project is Laura Kerr, East Ayrshire Care and Repair Digital Inclusion Officer. She told us more about the project and what it aims to achieve:

"The project officially started on Monday 1 April. Its purpose is to help clients in the older age category use and understand digital technology, with a view to reducing social isolation and improving wellbeing."

"A one-to-one visit can be carried out to provide guidance and support on how to use the internet, mobile phones, laptops and smart technology."

"This project is also open to East Ayrshire Council and private tenants and isn't limited to homeowners like the normal Care and Repair client base."

North Ayrshire Health and Social Care Partnership (NAHSCP)

Multi-Agency Public Protection Arrangement (MAPPA)

Managing the risk posed by serious offenders was the topic of a MAPPA staff development day held at Dumfries House in Cumnock on Tuesday 19 March 2024.

Representatives from Southwest Scotland's MAPPA Strategic Oversight Group, including Senior Officers from NHS Ayrshire & Arran, NHS Dumfries & Galloway, Police Scotland, the Scottish Prison Service and all four Local Authorities in Ayrshire and Dumfries and Galloway, came together at the event to discuss current developments affecting the MAPPA arrangements.

Attendees at the event heard from retired Detective Superintendent Gail Johnston, who shared some important learning drawn from a recent Significant Case Review, as well as Emeritus Professor Hazel Kemshall - a prominent expert on MAPPA - about what it takes to be an effective Strategic Oversight.

Holly Health App

People registered with a GP practice in North Ayrshire can now enjoy a year's free access to Holly Health, a mobile app that can support people to make small, achievable changes that could help boost their health and wellbeing. This offer is also open to HSCP providers in North Ayrshire.

Using a personalised approach tailored to an individual's health goals, interests and activities, the app can help reduce stress and anxiety, rebuild relationships with food, increase exercise and movement and improve sleep.

Holly Health will assist in making small but consistent changes to daily behaviours, helping to build healthier habits, promoting mindfulness and encouraging people to be more kind to themselves.

In-app coaching is available through a supportive chat bot system, with friendly, motivational reminders by text or email to keep people on the right track. The app also contains a wealth of useful articles and videos.

Funded by NAHSCP, people will initially enjoy six months' free access to the app, before being invited to a further six-month subscription for free once that expires.

Sign up by visiting the [Holly Health page on our website](#) and clicking on the name of their GP surgery.

Anam Cara Respite Centre, Kilbirnie

The Anam Cara respite centre in Kilbirnie has re-opened following an extensive refurbishment project.

The specialist dementia respite centre can accommodate up to nine guests aged 60 years or over, offering critical respite services within single room, en-suite accommodation for periods of up to 21 nights.



The service was temporarily relocated to the Taigh Mor site in Beith to allow the service to continue while works were carried out at Anam Cara. The service received a 'very good' rating from the Care Inspectorate after an unannounced visit in February, with the report commending it's quality of care and the team's fantastic work in relocating and continuing this vital community support service under challenging circumstances.



The refurbishment project included a complete transformation of the main garden area, including new garden furniture, with a ramp installed from the conservatory to allow better access for guests to enjoy the outdoors. An additional, smaller garden area adjacent to the dining area has also had some landscaping improvements made.



A full revamp of the internal areas of the building has also been carried out, with works including wet wall installation in several of the bathrooms, replacement light fittings with energy-efficient LED bulbs and a full upgrade to the reception area. An archway has been created within the dining area to improve the space, allow better access to the outdoors and create an improved flow for staff moving around the area, and a new boiler and generator have been installed.

New flooring has been installed throughout the ground level, with new décor, furniture and soft furnishings creating a welcoming and homely feel for guests and staff. In addition, new TVs have been located in each room and WiFi connection has been improved throughout the building.



Externally, the building has undergone repairs to the roof, fascias, gutters and roughcast, with new windows in the dining room area.





Artworks for the walls of Anam Cara were very kindly donated by members of both Beith and Irvine camera clubs, featuring recognisable images taken throughout North Ayrshire to help stimulate memories for guests staying at the facility.

Mental Health and Wellbeing “Connect” Event

NAHSCP hosted a Mental Health and Wellbeing ‘Connect’ event on Monday 29 April at Ardeer Community Centre in Stevenston. The event was attended by support services, included stalls and a variety of workshops focussing on a range of mental health topics.

Some of the services who attended the event included VoiceAbility advocacy, North Ayrshire Carers Gateway, the NHS Ayrshire & Arran Health Improvement team, the Primary Care Mental Health team, Community Link Workers, North Ayrshire Alcohol and Drug Partnership, the NHS Ayrshire & Arran Suicide Prevention team and North Ayrshire Wellbeing and Recovery College.

A series of mental health and wellbeing workshops were held on the day, with attendees having the opportunity to take part in all of these, as well as some creative or active movement taster sessions.

The event registrations sold out and was busy with a good mix of staff, service users and individuals from the community. Feedback was positive with many stating they would like more regular events, with a future request for an event to focus on young people’s mental health.

Chief Executive and Board Chair diary key events

Chief Executive's Diary Key Events 22 May 2024 – 12 August 2024	
May	
24	West of Scotland Health and Social Care Delivery Programme Board Meeting
31	MSP MP Engagement Session
June	
3	Healthcare Governance Committee
11/12	Board Chief Executives' meetings
13	East Ayrshire Community Planning Partnership Board
14	Local Ayrshire Chief Executives' meeting
20	West of Scotland Chief Executives Meeting
20	Audit and Risk Committee
24	South Ayrshire Chief Officers Group Committee
July	
9	Board Chief Executives' meetings
12	Meeting with Local MPs
12	Local Ayrshire Chief Executives' meeting
19	Risk And Resilience Scrutiny and Assurance Group
25	Integrated Governance Committee
29	Healthcare Governance Committee
August	
1	Staff Governance Committee meeting
6	East Ayrshire Community Planning Partnership Executive Officers Group
9	Local Ayrshire Chief Executives' meeting
12	NHS Board Meeting

Chair's Diary Key Events 22 May 2024 – 12 August 2024	
May	
June	
3	Healthcare Governance Committee
11	North Ayrshire Community Planning Partnership Board
13	East Ayrshire Community Planning Partnership Board
20	Audit and Risk Committee
24	Board Chairs' meeting
July	
25	Integrated Governance Committee
29	Healthcare Governance Committee
August	
1	Staff Governance Committee meeting
5	West of Scotland Chairs Meeting
12	NHS Board Meeting

Circulars from the Scottish Government Health & Social Care Directorates

Published since last Board briefing

Circulars	Lead Director(s)
CMO(2024)04 Blood – Safety Alert – Reducing Risks for Transfusion-Associated Circulatory Overload (TACO) (NatPSA/2024/004/MHRA)	Medical Director
CMO(2024)05 Seasonal Influenza: Prescribing of Antivirals 2023-24	Directors of Public Health
DL(2023)05 Health and Care (Staffing) (Scotland) Act 2019 – The Common Staffing Method and Staffing Level tools	Director of Human Resources & Nurse Director
DL(2024)06 Health and Care (Staffing) (Scotland) Act 2019	Director of Human Resources & Nurse Director
DL(2024)07 NHS Scotland annual leave policy for Agenda for Change staff (annex supersedes DL(2017)04)	Director of Human Resources
DL(2024)08 Framework Document for NHS Boards	Chief Executive
DL(2024)09 NHS Waiting Times guidance 2023-application to Gender Identity Clinics	Chief Executive
DL(2024)10 Patient Safety Commissioner for Scotland Act 2023	Chief Executive
DL(2024)11 NHS Scotland Infection Prevention and Control (IPC) Roles and Responsibilities, including IPC Team (IPCT) and Specialist IPC Role Descriptors	Director of Nursing
PCA(D)(2024)02 Quality Improvement Activity -2022-25 Cycle; Amendment No. 164 To the Statement of Dental Remuneration – Enhanced Domiciliary Care Fees	Director of East Ayrshire Health and Social Care Partnership
PCA(O)(2024)02 Community Eyecare: 'Eyes' Website Changes Community Glaucoma Service Patient Risk Stratification Guidance NHS Low Income Scheme Online Application Trial	Director of East Ayrshire Health and Social Care Partnership
PCA(P)(2024)02 Additional pharmaceutical services NHS Pharmacy First Scotland – updated PGDs	Director of Pharmacy
PCA(P)(2024)03 Serious Shortage Protocol: Isosorbide Mononitrate (Monomil® XL) 60mg modified release tablet, from 26 March 2024 to 3 May 2024	Director of Pharmacy
PCA(P)(2024)04 Dispensing Practice Guidance	Director of East Ayrshire Health and Social Care Partnership
PCS(AFC)(2024)01 Protecting learning time for Agenda for Change staff in NHS Scotland	Director of Finance & Human Resources Director

Circulars	Lead Director(s)
PCS(AFC)(2024)02 Reduction in the working week for Agenda for Change staff in NHS Scotland	Director of Finance & Human Resources Director

Consultations/Call for evidence or written submission

(In progress or published since last Board briefing)

From	Topic	Response due
Sweco UK Ltd	Engagement Period Promotion Request - Crosshouse to Kilmarnock Active Travel Route Consultation	24 March 2024 Responded
Office for Nuclear Regulation	EDF Energy Nuclear Generation Ltd EIADR Application for Consent for the Hunterston B Site	28 March 2024 Responded
Equalities, Human Rights & Civil Justice Committee	2024 Equalities, Human rights & Civil Justice Committee – Suicide Prevention Strategy	29 March 2024 Responded
South Ayrshire Council	Local Heat and Energy Efficiency Strategy Consultation	17 April 2024 Responded
Scottish Government	Learning Disabilities, Autism and Neurodivergence Bill	21 April 2024 Responded
Scottish Government	National Good Food Nation Plan Consultation	22 April 2024 Responded
Scottish Government	2024 SG – Climate Change Draft Scottish National Adaptation Plan 3 - Consultation	24 April 2024 Responded
East Ayrshire Council Planning	24/0052/PPP Erection of 5 dwellings at the Craig U16 Gatehead	24 April 2024 NHS Ayrshire & Arran no comment to make
Scottish Environment Protection Agency (SEPA)	SEPA Correspondence; Consultation under section 77 Flood Risk Management (Scotland) Act 2009	01 May 2024 Responded
Scottish Government	Citizen Participation and Public Petitions Committee in respect of the petition <u>PE2070: Stop same-day-only GP appointment systems</u>	03 May 2024 Responded
East Ayrshire Council Planning	24/0011/AMCPPP – Northcraig Farm Glasgow Road Kilmarnock East Ayrshire	07 May 2024 Responded
East Ayrshire Council Planning	24/0214/PPP – Burntonhill Fenwick Road, Kilmaurs	30 May 2024
Healthcare Improvement Scotland	Ageing and Frailty Draft Standards Consultation	18 June 2024

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.