

# NHS Ayrshire & Arran



<b>Meeting:</b>	<b>Ayrshire and Arran NHS Board</b>
<b>Meeting date:</b>	<b>Monday 2 December 2024</b>
<b>Title:</b>	<b>Board briefing</b>
<b>Responsible Director:</b>	<b>Claire Burden, Chief Executive</b>
<b>Report Author:</b>	<b>Shona McCulloch, Head of Corporate Governance</b>

## 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](http://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](mailto:aa-uhb.ceo@aapct.scot.nhs.uk).

## 2.3 Briefing - Good News Stories

### Isabella Kimmett Compassionate Care Award

The Isabella Kimmett Compassionate Care Award is awarded twice a year, and celebrates nursing, midwifery and allied health professionals, GP and care home staff who have shown compassionate care qualities.

The latest award ceremony was held on 18 November 2024 with Jacqueline Thomson, daughter of the last Isabella Kimmett presenting the award to the following staff:

- **Keith Allan**, a staff nurse within elderly mental health who regularly goes “above and beyond” for his patients in Marchburn Ward at East Ayrshire Community Hospital, as well as their families and his colleagues. Keith was recognised for the exceptional care he provides both within and outside of his working hours as he regularly gives his own time to attend to the gardens, put up decorations and visit the ward when he is off duty.
- **Louise Taylor**, a health visiting support worker based at Galston Health Clinic, who was recognised for her outstanding contribution to her team and the babies and families she helps to support. Louise spends extra time with new mums who may be struggling with exhaustion and with their mental health to help build their confidence and let them know they aren’t alone. She also gives her own time to help source baby equipment for families in need.
- **Natalie Bowie** Natalie is Clinical Team Lead for District Nursing at Ailsa Hospital. She was recognised for the care, compassion, empathy and kindness she demonstrates towards her patients and their families, some of whom are struggling with a recent palliative diagnosis or long term conditions. Natalie also provides support to her team of approximately 20 staff and continually drives change to improve services, tirelessly working for her patients and her team.



(From left) Jennifer Wilson, NHS Ayrshire & Arran Nursing Director, Louise Taylor (winner), Keith Allan (winner) and Jacqueline Thomson (daughter of the late Isabella Kimmett).

## NHS Ayrshire and Arran Improvement Skills Cohort 10 Graduation

NHS Ayrshire & Arran recently celebrated its 10<sup>th</sup> Improvement Foundation Skills (AAIFS) Graduation event on the 12<sup>th</sup> November 2024 at University Hospital Ayr. 36 graduates were present at the celebration event supported by a variety of invited guests from Ayrshire's East, North and South Health and Social Care Partnerships.

The graduation got off to a great start with a warm welcome from Jennifer Wilson, NHS Ayrshire and Arran's Executive Nurse Director who congratulated all the QI graduates and shared her reflections on the success of the programme to date. We were also joined by Billy McLean, Head of Community Health & Care Services in South Ayrshire who kindly closed the event and offered words of encouragement to those graduates as they continue on their QI journey.

Each graduate was given the opportunity to present their improvement journey and share and discuss learning to peers, faculty and guests. An amazing and diverse range of projects with the aim of 'making a difference' for the people of Ayrshire including staff, patients, families and clients were shared on the day.

Some quotes from Cohort 10 graduates following completion of the course include:

*"I've caught the QI bug!"*

*"QI is for everyone, at any level"*

*"QI makes you stop, think and focus. Even if you think you're focussed, it makes you focus more!"*

*"I didn't know where to start. The tools helped me break it down, make sense of it and bring other people into the conversation".*

*"Now I understand why the process matters, why mapping it helps and why it's important to collect data".*

*"I enjoyed it so much more than I thought I would!"*

*"I have a new love of quantitative data. Before AAIFS I tended to focus only on qualitative".*

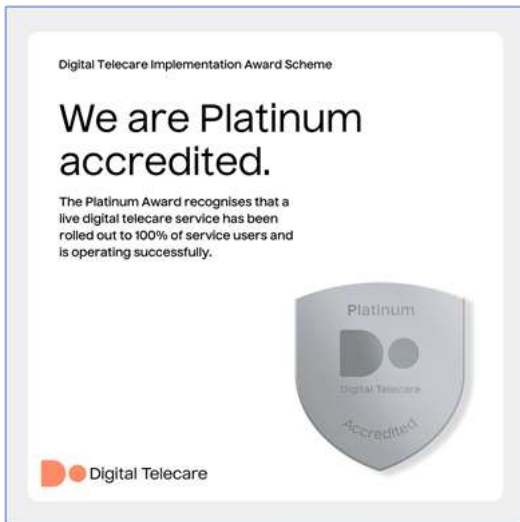
*"We loved including others and getting people involved. That's what QI is all about"*

To date 280 members of staff from across NHS Ayrshire and Arran have graduated from the AAIFS programme. The faculty are undertaking a period of course evaluation to determine next steps for the course in 2025.



AAIFS Cohort 10 Graduation Group Photo

## Platinum Digital Telecare Implementation Award



We are delighted to be awarded with the Platinum Digital Telecare Implementation Award by the Digital Office for Scottish Local Government. This award was in recognition of the recent completion of our analogue to digital telecare transition project.

To achieve Platinum, a Telecare Service Provider must have successfully rolled out a live digital telecare service to 100% of service users and is operating successfully without serious issues or call failures for at least 8 weeks. South Ayrshire's Telecare Team achieved this milestone in November 2024.

Find out more about the award by [clicking here.](#)



Congratulations to all the Telecare team and thank you for all your hard work!

## NHS Scotland Pastoral Care Quality Award

We are pleased to announce that NHS Ayrshire & Arran has been awarded the NHSScotland Pastoral Care Quality Award.

This has been awarded to recognise the Boards work in international recruitment and commitment to providing high-quality pastoral care to internationally recruited staff during recruitment processes and their employment.



Congratulations to everyone involved and helped to achieve this recognition on behalf of the Board. Sarah Leslie, HR Director, wished to acknowledged the work of HR colleagues, Taylor Dante, Amie Sloan and Jennifer Smyth, who work extremely hard to ensure our international recruits are well supported throughout their whole transition from overseas to NHS Ayrshire & Arran.

### **Annual Practice Assessor and Supervisor Awards 2024**

The Annual Practice Assessor and Supervisor Awards took place recently with a total of 86 nominations being received. This was across all student year groups, with a breakdown of nominations being: Year 1 with 26 students; Year 2 with 28 students and Year 3 with 32 students).

The clinical areas receiving the most nominations were:

3E Crosshouse and Ward 8 Woodland View each with 5 nominations; ACCU, District Nursing - Troon, Prestwick, Dundonald, and CMHTE South each with 4 Nominations; and START (South Community Addictions) with 3 nominations.

All areas which were nominated were:

- UHC - 2A, 2D, 2F, 3B, 3E, 4E, Main Theatres, Critical Care, Renal Dialysis
- UHA -ACCU, CAU, Discharge Lounge, Emergency Department, Station 2, Ophthalmology, Day Surgery
- Community Hospitals -Ayrshire Central Hospital-Sexual Health Team, Redburn Rehab Ward, Biggart Hospital- Buchanan Ward, McMillan Ward, Urquhart Ward, East Ayrshire Community Hospital- Marchburn ward
- Community Teams Ballot Road District Nursing Team, North West Coast District Nursing Team, South ICT
- Troon, Prestwick, Dundonald District Nursing Team
- Mental Health Inpatients -Ailsa Hospital- Clonbeith Ward, Dunure Ward, Woodland View-Ward 3, Ward 5, Ward 6, Ward 8, Ward 10, Ward 11
- Mental Health Community -East-IPCNT, CMHT, Mental Health Liaison Service, North- Warrix Avenue,
- South- CMHT Elderly, START Addiction team, CAMHS
- Learning Disability CLDT-South Ayrshire
- Care Homes -Thornton Care Home, Wallacetown Gardens

The main themes from the rationale for nominations included:

- Approachable
- Care
- Compassion
- Confidence
- Empowered
- Facilitated
- Inspired
- Knowledgeable
- Learning Opportunities
- Made to feel part of the team
- Motivation
- Person-centred care
- Professional
- Standards



- Supportive
- Valued
- Variety of learning
- Welcoming

Rachel Smart, Staff Nurse Ward 2A UHC with her certificate for recognising Excellence and Leadership in Supporting Students.



### White ribbon pledge signing



The White Ribbon campaign runs for 25 November until 10 December. It is an opportunity to pledge to never commit, condone or remain silent about violence against women and girls. Staff are invited to show support by signing the [white ribbon pledge here](#). Imagine a Scotland without violence against women and girls #imagine.

NHS Ayrshire & Arran Board members showed their support for the campaign by signing the white ribbon pledge in 2023 to 'never to commit, condone or remain silent about men's violence against women.'

### Scotland's Health Awards

This year's Scotland's Health Awards were announced at an event in Edinburgh on Thursday 7 November. While we didn't have any winners, we had six finalists in five categories:

- Leader: John Collatin, East Ayrshire Health and Social Care Partnership
- Volunteer: Anne Law
- Young achiever: Callan Thain
- Young Achiever: Rachel McKechnie
- Care for Mental Health: NHS Ayrshire & Arran Mental Health Practitioner Team (East Ayrshire)
- Global Citizenship: Dr Santanu Acharya

Congratulations again to all of our finalists. For more information and details of the winners [click here](#).

## The King's Trust get into healthcare programme – student visit



On 25 October, NHS Ayrshire & Arran was delighted to host a group of young people who are taking part in the King's Trust get into healthcare programme. The young people, aged between 16 and 30, spent a full day at University Hospital Crosshouse and took part in demonstrations and information sessions from various departments, as well as receiving a tour of the hospital.

Staff from Learning Disability Nursing, Physiotherapy, Occupational Therapy and Resuscitation shared their experiences of working for the NHS, and gave some interesting practical demonstrations for the group. The day rounded off with an information session around how to find and apply for roles within the NHS from our Employability Advisor, Jonny Baillie.

The day was a real success and provided a fantastic insight into the varying roles and opportunities that working for the NHS can bring.

Thanks to John Forbes at King's Trust for organising, Karen Chambers, Employability Assistant for coordinating and all the staff involved who were involved on the day.

## News from our partners:

### North Ayrshire Health and Social Care Partnership (NAHSCP)

#### Scottish Healthcare Awards success for Multiple Sclerosis (MS) service

Mhairi Coutts and our MS service based at Douglas Grant Rehabilitation Centre in Irvine were shortlisted as finalists in the 'Developments in the Management of Multiple Sclerosis' Award in the 2024 Scottish Healthcare Awards.

We are delighted to say that they were announced as winners of the category at the awards ceremony, which was held at the Crowne Plaza in Glasgow on Wednesday 20 November 2024.



The team was recognised for its work in involving patients in future developments to better meet their needs, as well as its work in developing a suite of outcome measures to identify changes in patients' conditions at an earlier stage, allowing earlier intervention and sustaining function and independence for as long as possible.

The Scottish Healthcare Awards acknowledge and celebrate those working across NHS Scotland and its partners to deliver high quality health and social care services to the people of Scotland.

A huge congratulations go to everyone involved in the care of patients with MS in Ayrshire on this wonderful achievement.

## **East Ayrshire Health and Social Care Partnership (EAHSCP)**

### **Health Visitor Support Worker awarded for compassionate care**

Congratulations are in order for Louise Taylor, Health Visitor Support Worker, East Ayrshire Health and Social Care Partnership, who recently received the Isabella Kimmett Compassionate Care Award.

The award, presented twice a year to staff across NHS Ayrshire & Arran, celebrates nurses, midwives, allied health professionals and GP and care home staff who have demonstrated "exceptional care, compassion, dignity and respect" to patients and their families.

Louise spoke of her emotions after receiving news of her award and said she is grateful to everyone on her team for their continued support:

"I got the email on the Monday morning and initially thought it was a hoax email, then thought it must be for another Louise Taylor. I checked the official letter and saw one of my colleagues had nominated me. I was taken aback and then humbled to have been nominated and announced a winner. I actually had some tears in my eyes at how lucky I am to be in a job that I enjoy so much."

"I want to thank my colleagues Joanne, Terri, Aileen and Terri for being the amazing team that they are and for welcoming me in with open arms."

"It's one thing to come to your work and love what you do, but another to come to work and get even more enjoyment out of going into the office and catching up with not only people you call colleagues but friends for life."

"A huge 'thank you' goes to Jacqui my team leader, who is such an amazing support to not only myself but all of my colleagues, and lets me go with my crazy ideas on what's next to support families in the Irvine Valley. Thank you also to Rebecca and to all of the other Health Visitor Support Workers for all the amazing work they do."

Louise was presented with her award certificate at Eglinton House on Monday 18 November, by Jennifer Wilson (NHS Ayrshire and Arran Nurse Director) and Jaqueline Thomson, daughter of the late Isabella Kimmett.



## **Young artists win prize at Paisley art show**

A group of care-experienced young artists from East Ayrshire recently triumphed at a national art show in Paisley.

The ArtClub? collective was invited to participate in The Big Art Show, which opened on Friday 30 August with an awards ceremony at The Art Department gallery in Paisley town centre.

Organised by Outspoken Arts, the competition welcomed entries from artists across the country, from all backgrounds and experience levels.

Promise Participation Lead and ArtClub? organiser, Eòghann MacColl, said the young artists did an incredible job and “more than held their own” in the competition, which also featured entries from professional artists:

“This in itself was an accolade for a group of care-experienced young people from East Ayrshire towns and villages, who all come from a mix of backgrounds and care settings. It was such a pleasure to see them engaged and to have their talents acknowledged and celebrated.”

After impressing the judges with their collaborative artwork, the group won the Outspoken Arts Award for Digital and Innovative Work.

Nine of the young artists attended the awards ceremony, along with their friends, families and carers. The East Ayrshire Intensive Support Team, Children’s House and Reviewing Officers and staff from the East Ayrshire Leisure Trust were also in attendance.

## **Dementia Local Conversations take place across East Ayrshire**

Our recent Dementia Local Conversation events were a huge success, with residents from across East Ayrshire engaging in discussion and sharing their experiences of living with the condition.

Organised and delivered in collaboration with Age Scotland, Alzheimer’s Scotland, Scottish Care, East Ayrshire Carers Centre and East Ayrshire Advocacy Services, these events gathered the views and experiences of people living with dementia to gain insight into how current services are performing and identify areas for future improvements.

Through a series of group activities and discussions, attendees engaged in deep conversation on a range of topics. These included support for unpaid carers, the time taken for a dementia diagnosis, the attitudes and behaviours of professionals, experiences attending hospital and accessing services, using technology, maintaining social connection and dealing with stigma.

As well as providing insight into our local services and supports, attendees also considered what Dementia Friendly Communities look like in East Ayrshire, their responses feeding into the National Dementia Strategy ‘Everyone’s Story’

Partnership Engagement Officer, Lorna McIlreavy told us more about the sessions:

“These events allowed for some really honest and raw sharing as to the impact and challenges dementia creates for the individual, their friends and family and we are really grateful to everyone who came and shared so honestly with us.

“The information gathered will not only feed into the National Strategy but will also provide us with a snapshot of what supports and services look like currently in East Ayrshire, which will help us improve and develop our local supports.”

### **Dietetic Health Improvement Team supports families to "have fun with food"**

Our Dietetic Health Improvement Team recently partnered with families across Ayrshire to enhance health through improved nutrition, focusing on maternal and infant health and childhood obesity.

Collaborating with early years practitioners to integrate NHS nutrition resources, the team hosted ['Peep'](#) groups, addressing topics like portion sizes and fussy eating.

A total of 43 families participated and provided positive feedback.

Some team members have now received training to enhance community engagement and all members are continuing to use the Peep model to deliver healthy eating messages and support families across Ayrshire to foster healthy eating habits at home.

## Chief Executive and Board Chair diary key events

Chief Executive's Diary Key Events 2 December 2024 – 2 February 2025	
<b>December</b>	
5	North Ayrshire Child and Public Protection Chief Officers Group
5	North Ayrshire Community Planning Partnership Board
10/11	Board Chief Executives' meetings
16	South Ayrshire Child and Public Protection Chief Officers Group
19	West of Scotland Chief Executives Meeting
<b>January</b>	
13	Healthcare Governance Committee
16	Performance Governance Committee
17	Meeting with Local MSP
21/22	Board Chief Executives' meetings
23	Audit and Risk Committee
24	Meeting with Local MSPs
27	Meeting with Local MSPs
31	Meeting with Local MPs/MSPs
<b>February</b>	
3	NHS Board Meeting

Chair's Diary Key Events 2 December 2024 – 2 February 2025	
<b>December</b>	
5	North Ayrshire Community Planning Partnership Board
9	NHS Chairs' Meeting
11	NHS Chairs' Meeting
<b>January</b>	
13	Healthcare Governance Committee
16	Performance Governance Committee
23	Audit and Risk Committee
27	NHS Chairs' Meeting
<b>February</b>	
3	NHS Board Meeting

## Circulars from the Scottish Government Health & Social Care Directorates

Published since last Board briefing

Circulars	Lead Director(s)
<b>CDO(2024)03</b> NHS Dental Teams – Waste Management	Director of East Ayrshire Health & Social Care Partnership
<b>CMO(2024)17</b> Medical Device Regulation (MDR) Preparedness and NHS Board Medical Devices Policies Guidance	Acute Director
<b>CMO(2024)18</b> Glade 1 Mpx Update, Guidance and Board Preparedness	Director of Public Health
<b>CMO(2024)19</b> Winter Programme 2024 – Seasonal Flu and Covid-19 Vaccination	Director of Public Health
<b>DL(2024)24</b> ARHAI (Antimicrobial Resistance and Healthcare Associated Infections) Scotland and Healthcare Associated Infection (HCAI) Related Incidents, Outbreaks and Data Exceedance: Reporting and Communication Requirements	Nurse Director
<b>DL(2024)25</b> This Directors letter supersedes DL(2024)06	HR & Nurse Director
<b>DL(2024)26</b> Enhancing collaboration and co-operation in forensic mental health services	Director of North Ayrshire Health & Social Care Partnership
<b>PCA(M)(2024)02</b> GMS Uplift 2024-25	Director of East Ayrshire Health & Social Care Partnership
<b>PCA(M)(2024)03</b> GMS Uplift 2024-25	Director of East Ayrshire Health & Social Care Partnership
<b>PCA(O)(2024)04</b> Community Eyecare	Director of East Ayrshire Health & Social Care Partnership
<b>PCA(O)(2024)05</b> Community Eyecare Various	Director of East Ayrshire Health & Social Care Partnership
<b>PCA(P)(2024)28</b> Pharmaceutical Services: Amendments to the Drug Tariff in respect of remuneration arrangements and Part 7 discount clawback arrangements from 1 April 2024	Director of Pharmacy
<b>PCA(P)(2024)29</b> Prescription Stationery – CP4/3 Prescription Form paper type change	Director of Pharmacy

<b>Circulars</b>	<b>Lead Director(s)</b>
<b>PCA(P)(2024)30</b> Additional Pharmaceutical Services – Public Health Service updated Service Documentation for Emergency and Bridging Contraception	Director of Pharmacy
<b>PCA(P)(2024)31</b> Extension to Serious Shortage Protocol (SSP) for isosorbide mononitrate (Monomax® XL 60mg) modified-release tablet	Director of Pharmacy
<b>PCA(P)(2024)32</b> Additional Pharmaceutical Services NHS Pharmacy First Scotland – New Module for Pharmacy First Plus	Director of Pharmacy
<b>PCA(P)(2024)33</b> Extension to serious shortage protocols (SSP) for Ramipril 2.5MG tablets and Creon ® Gastro-Resistant Capsules	Director of Pharmacy
<b>PCS(AFC)(2024)06</b> Changes to The Agenda for Change Handbook: Annex 21	HR Director
<b>PCS(DD)(2024)01</b> Pay and Conditions of Service – Remuneration of Hospital Medical and Dental Staff, Doctors and Dentists in Public Health Medicine and the Community Health Service	HR Director
<b>PCS(ESM)(2024)02</b> Pay and Conditions of Service Executive and Senior Management Pay 2024-25	HR Director
<b>PCS(MD)(2024)01</b> Pay and Conditions of Service 2024-25 – Health Board Medical Directors/Former Medical Directors on Protection	HR Director

## **Consultations/Call for evidence or written submission**

(In progress or published since last Board briefing)

<b>From</b>	<b>Topic</b>	<b>Response due</b>
SG – Ash Regan MSP	Proposed Prostitution Bill – Request for submission	30 September 2024 No response NHS A&A
South Ayrshire Council	Second SAC Consultation re licensing of Sexual Entertainment Venues	11 October 2024 Responded
Scottish Government Adult Support and Protection	Adults with Incapacity consultation	14 October 2024 Responded
Orbit Scotland	2024\Battery Energy Storage Systems (BESS) on land at Clonmacate Farm – Public consultation	12 November 2024 No response NHSAA
Scottish Government Citizen Participation and Public Petitions Committee	PE2041: Exempt community healthcare staff from parking charges	13 November 2024 Responded



<b>From</b>	<b>Topic</b>	<b>Response due</b>
Scottish Government Citizen Participation and Public Petitions Committee	PE2048: Review the FAST stroke awareness campaign	13 November 2024 Responded
South Ayrshire Council	Proposed Establishment of Additional Support Needs Learning Provision at Troon Primary School	20 November 2024 Responded
Scottish Government Health, Social Care and Sport	NHS boards – Directors of Dentistry – Dentistry in Scotland consultation	02 December 2024
Scottish Government Health, Social Care and Sport	Call for evidence – Right to Addiction Recovery (Scotland) Bill	20 December 2024
Scottish Government Finance and Public Administration	Call for Views on the Right to Addiction Recovery (Scotland) Bill Financial Memorandum	20 December 2024
Scottish Government Keeping the Promise Team	Keeping the Promise: Public Consultation on Developing a Universal Definition of 'Care Experience	08 January 2025

### **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.