

Introducing NHS Ayrshire & Arran

Our purpose...

Working together for the healthiest life
possible for everyone in Ayrshire and Arran



The NHS in Scotland

NHS Scotland is made up of 14 regional NHS Boards, seven special NHS Boards and one public health body.

Each NHS Board is accountable to the Scottish Ministers. Regional NHS Boards are responsible for the protection and the improvement of their population's health and for the delivery of frontline healthcare services. Special NHS Boards support the regional NHS Boards by providing a range of important specialist and national services.

Introducing NHS Ayrshire & Arran

Our purpose: Working together to achieve the healthiest life possible for everyone in Ayrshire and Arran.

Our values: Caring. Safe. Respectful.

Here in NHS Ayrshire & Arran we want the best for our staff and the best for local people. We pride ourselves on improving health and providing a comprehensive range of high quality, safe, effective and person-centred health services. Our strategic direction is based on continuous improvement and services that are centred on the patient or service user.

Over the years we have invested in modern community and hospital facilities, and our highly trained and qualified staff provide health care to almost 400,000 people. Our budget for 2013/2014 is around £700 million.

More than 9,000 staff work in our hospitals - two University Hospitals at Ayr and Crosshouse near Kilmarnock, Ayrshire Central Hospital in Irvine and Biggart Hospital in Prestwick- almost 1,300 beds. We also have community hospitals in Arran (War Memorial Hospital), Cumbrae (Lady Margaret), Cumnock (East Ayrshire Community Hospital), Girvan (Girvan Community Hospital) and Kirklandside. They are committed to providing the highest standards of patient care to the people of Ayrshire and Arran.

Our two University Hospitals provide a wide range of acute services including Accident and Emergency, Anaesthesia, Breast Screening services, Cardiology, Care of the Elderly, Clinical Haematology, Dermatology, General Medicine, General Surgery, Plastic Surgery, Gynaecology, Intensive Care/High Dependency Unit, Maternity and Neonate Services, Oral and Maxillofacial Surgery, Oncology,

Ophthalmology, Orthopaedics, Paediatrics, Pharmacy, Radiology, Renal Medicine, Urology, Sexual Health, Neurology and Vascular Surgery.

Care of the Elderly and Rehabilitation services are based at Biggart Hospital in Prestwick, Ayrshire Central Hospital, Irvine; East Ayrshire Community Hospital, Cumnock; and Kirklandside Hospital, Kilmarnock.

GP-managed services are provided at the Arran War Memorial Hospital, Isle of Arran; Lady Margaret Hospital, Cumbrae; Girvan Community Hospital and East Ayrshire Community Hospital, Cumnock.

The University Hospitals also have a number of community midwife bases, and clinicians hold outpatient clinics in a number of hospital and clinic locations throughout the area

NHS Ayrshire & Arran is also responsible for making sure the people of Ayrshire and Arran get community health services from:

- almost 300 General Medical Practitioners and their practice teams providing a full range of general medical services across 90 sites, stretching from Ballantrae in the south to Wemyss Bay in the north, and including 10 sites across Arran and Cumbrae;
- more than 160 general dental practitioners providing NHS dental services at more than 70 sites, including Arran;
- more than 90 community pharmacies providing a range of pharmaceutical services, including minor ailment services and public health services, across Ayrshire and Arran; and
- 60 optometry practices providing services ranging from NHS eye tests to diabetic retinopathy screening and cataract follow-up across mainland Ayrshire, Arran and Cumbrae, with seven practices providing care in people's homes.

While these are the people who provide core primary care services, many more people are involved in providing care in our local communities, including practice nurses, community nurses, health visitors and Allied Health Professions such as physiotherapists, occupational therapists and podiatrists. Other, more specialist services are also based in the community, such as our Primary Care Mental Health Teams and midwifery services.

The Allied Health Professions provide services to people in hospitals and local communities and to those with a mental illness or learning disability, whether they are living in their own community or in a hospital environment.

The hospital services provided within the community are for the mentally ill, the elderly - both frail and with mental health problems - and people with a learning disability. GP acute services are provided at hospitals on Arran and Millport, Girvan and East Ayrshire Community Hospital in Cumnock.

Other services provided in the community include Child and Adolescent Mental Health services, psychology and sexual health services and the out-of-hours general medical service, NHS Ayrshire Doctors on Call.

To find out more about NHS Ayrshire & Arran, visit www.nhsaaa.net, like us on Facebook at www.facebook.com/nhsaaa or follow us on Twitter @NHSaaa.

Mental Health Services

In mid-2007, NHS Ayrshire & Arran embarked on a major review of mental health services, involving all key stakeholders and community groups. From this review, a proposed strategy and model of care for the future of Mental Health Services was approved by the NHS Board in January 2009 and is currently being implemented. This has led to a series of bold initiatives to build effective teams who are committed to delivering excellence in mental health services and improving the mental wellbeing of our communities.

Clinical Mental Health Services in NHS Ayrshire & Arran offer a mixture of community and hospital-based services based on a multidisciplinary model, with the majority of services being provided in the local communities of East, North and South Ayrshire.

Inpatient services are based at: Ailsa Hospital, Ayr; University Hospital Crosshouse, Kilmarnock; Ayrshire Central Hospital, Irvine; Arrol Park, Ayr; and East Ayrshire Community Hospital, Cumnock. Inpatient beds for continuing care elderly mental health are also provided from Cumbrae Lodge in Irvine. Regionally based beds are provided from Rowan Bank Clinic, Glasgow and from the State Hospital, Carstairs. An Advanced Nurse Practitioner Service also is based in University Hospital Crosshouse.

Community-based services comprise three Adult Community Mental Health Teams (CMHTs) and six older people's CMHTs, an area-wide Crisis Resolution and Home Treatment Team and three Primary Care Mental Health Teams who share the same geographical boundaries as the three local authorities. This enhances joint planning with our statutory and third sector partners. A range of specialist addiction teams are also available East, North and South Ayrshire.

In addition, we have community Child and Adolescent Mental Health Services (CAMHS) in East, North and South Ayrshire, with inpatient beds provided regionally from Skye House in Glasgow, and three community learning disability teams.

Liaison psychiatric services are based at University Hospital Crosshouse and University Hospital Ayr. This service provides support for adults with mental health issues, older people with mental health issues, especially dementia, and those with a learning disability, who are attending either of the university hospitals or Ayrshire Maternity Unit at Crosshouse.

Executive Medical Directorate

The Executive Medical Directorate is at the forefront of a range of clinical improvement and quality initiatives that support NHS Ayrshire & Arran's commitment to providing safe, effective and person-centred care and ensure that our statutory responsibilities are met.

Areas of responsibility include:

- Healthcare Quality, Governance and Standards
- Infection Control
- Patient safety
- Research and Development
- Waiting times
- Litigation
- Medical workforce
- Patient Management System
- Appraisal

The Executive Medical Director is the Board's Responsible Officer and the Assistant Director - Healthcare Quality, Governance and Standards is our Caldicott Guardian.

Executive Nurse Directorate

The Executive Nurse Directorate works hand-in-hand with the Medical Directorate in driving forward continuous clinical improvement and quality initiatives in support of safe, effective, patient-centred care. Areas of responsibility include:

- Clinical improvement unit (incorporating a range of services from cancer, epilepsy and resuscitation, to non-medical prescribing, pre-registration mentorship and clinical guidelines and policies)
- Scottish Patient Safety Programme
- Education and performance management
- Allied Health Professions
- Service Futures corporate programme office (leading, supporting, co-ordinating and integrating the varied strands of transformational service change activity across NHS Ayrshire & Arran).

The Nurse Directorate also has responsibility for Patient Focus Public Involvement, incorporating Patient Relations and Complaints and Communications; Equality and Diversity, Chaplaincy and Staff Support services.

Pharmacy

The Pharmacy Directorate is responsible for delivering integrated, equitable and accessible pharmaceutical care that meets the needs of patients, service users and healthcare providers. The Directorate is particularly noted for its needs-based, patient-centred approach to pharmaceutical care, provided in partnership with patients, staff, the public and other health and social care providers.

The Directorate plays a significant role in the governance of medicines and work closely with the Medical and Nurse Directorates and clinical colleagues to improve

safety where medicines are used. The Directorate also supports the financial management of the £100 million budget for prescribed medicines within the NHS Board area.

The Directorate is recognised both locally and nationally for its innovation. Crosshouse Hospital's Pharmacy was the first in Scotland to introduce robotic dispensing and Ayr Hospital remains the only Scottish site to have deployed electronic prescribing and administration in the hospital environment. Within Community Pharmacy NHS Ayrshire & Arran led national work around the minor ailments service now part of the core contract for Community Pharmacy.

Our hospitals

Ailsa Hospital, Ayr

Ailsa Hospital lies on the southern outskirts of Ayr on the Dalmellington (A713) Road, Ayr situated parallel to University Hospital Ayr. It currently combines modern clinical accommodation with older mental hospital accommodation. Ailsa Hospital currently provides adult and elderly acute admissions services for South Ayrshire and parts of East Ayrshire and at times for patients from other parts of Ayrshire and Arran. Area-wide services include Non-acute Rehabilitative Care, Intensive Psychiatric Care Unit (IPCU), Elderly Mental Health Continuing Care, Day Therapies Unit, Occupational, Physiotherapy and other Allied Health Profession services; an area-wide Inpatient Dual Diagnosis and Addictions Assessment and Rehabilitation Service, and a number of outpatient services.

University Hospital Ayr

University Hospital Ayr lies on the southern outskirts of Ayr on the Dalmellington (A713) Road, It is a District General Hospital providing medical and surgical services on an inpatient, day case and outpatient basis. It is the main Accident and Emergency service for South Ayrshire. It provides a number of Ayrshire-wide services including Vascular Surgery, Ophthalmology and Audiology.

Ayrshire Central Hospital, Irvine

Ayrshire Central Hospital is situated within Irvine New Town. It currently provides Young Disabled/Rehabilitation services, and a number of assessment beds for Elderly Mental Health Services. Recent years have seen significant developments on the site with a new General Outpatient Department and Rehabilitation Centre. All have excellent facilities with the Rehabilitation Centre being recognised as one of the best in the country. Ayrshire Central will be the site of new Community Hospital planned for the area, as well as a state-of-the-art mental health adult inpatient facility.

Biggart Hospital, Prestwick

Biggart Hospital is situated in Prestwick, close to all local amenities and public transport and is the local hospital for the care and rehabilitation of the elderly. It

provides a wide range of Vascular, Orthopaedic and Stroke Consultant-led rehabilitation inpatient and day care facilities.

The 30-bed day hospital provides facilities to care for patients after discharge from acute care or directly from the community setting. The purpose-built Stroke Rehabilitation Unit was opened in September 1993, enhancing support and continuing patient care within the medical unit, providing 15 beds for stroke patients requiring varying degrees of rehabilitation.

University Hospital Crosshouse, Kilmarnock

University Hospital Crosshouse is situated two miles from Kilmarnock town centre. It is a large District General Hospital providing a wide range of services, including paediatric inpatient services. It is also home to the national Cochlear Implant Service. It is the main Accident and Emergency Centre for North Ayrshire.

The UNICEF-accredited Ayrshire Maternity Unit is also based at University Hospital Crosshouse.

Community hospitals

Arran War Memorial Hospital is a 17-bed acute hospital with Accident and Emergency services, Maternity, and a range of outpatient services. It is staffed by local GPs supported by other professions, both visiting and in-house.

Lady Margaret Hospital in Cumbrae is a 10-bed hospital with integrated NHS/local authority day service staffed by local GPs supported by other professions, both visiting and in-house. There are separate outpatient facilities on the island.

Girvan Community Hospital is a 26-bed hospital with Minor Injuries service, Diagnostic facilities, Rehabilitation suite, day service and outpatient department, It is staffed by local GPs supported by other professions. The Scottish Ambulance Service is based on site and it is hoped that pharmacy and local authority social services will transfer to the site to provide a multi-agency hub.

East Ayrshire Community Hospital in Cumnock has 24 beds staffed by local GPs, an outpatient suite, 13 frail elderly beds and 16 elderly mental health beds, Rehabilitation facilities, Social Work team and day hospital.

Kirklandside Hospital is situated on the outskirts of Kilmarnock and provides consultant-led inpatient and day care services for frail elderly patients. The hospital has 25 long stay beds and a day hospital which provides assessment and rehabilitation facilities for patients after discharge from acute care or directly from the community.

Protecting the public health

The Public Health department, including Health Promotion and Health Equalities, is responsible for protecting the health of the people of Ayrshire and Arran through its focus on three main areas:

- Health promotion - for example, reducing inequalities in health, lifestyle and education. Specialists are responsible for delivering health improvement programmes in the communities in support of the four key public health priorities - alcohol, tobacco, obesity and mental health.
- Health care and governance - for example, surveillance and monitoring of specific diseases and risk factors, and disease prevention, including screening programmes such as the Human Papilloma Virus (HPV) screening programme.
- Health protection - for example, infectious diseases, environmental health hazards and emergency response.

Support functions

Other departments provide support and professional advice as well as operational support across NHS Ayrshire & Arran, also working with local authorities and other statutory organisations and the independent and voluntary sectors.

- Finance

Provides high quality professional advice supported by robust systems to ensure that NHS Ayrshire & Arran fulfils its statutory obligations.

- Information and Clinical Support Services

Supports the delivery of healthcare through a wide range of non-clinical services ranging from estates and facilities to eHealth.

- Organisational and Human Resources Development

Provides best organisational and human resources practice and ensures staff governance standards are met in NHS Ayrshire & Arran.

- Policy, Planning and Performance

Provides a single reference point for strategic, operational and capital planning, ensuring that the strategic direction of NHS Ayrshire & Arran is co-ordinated to improve health, reduce inequalities and increase social inclusion based on the patient's journey.