

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting date:	Monday 30 March 2020
Title:	Board briefing
Responsible Director:	John Burns, 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
- 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 (Tel 01292 513630).

2.3 Briefing

Good News Stories

Gestational Diabetes Study Day February 2020

Following a number of quality improvement initiatives our local Gestational Diabetes Service was recognised in 2019 with an Excellence Award from the Royal College of Midwives. The story does not end there; gestational diabetes has been identified as one of the work streams in the Diabetes Prevention Programme and further improvement work has been initiated to take the next steps for the service. This includes lowering of Body Mass Index (BMI) for testing for gestational diabetes, development of a pathway for women to structured education and weight management, and partnership working with local leisure services to support women pre and postnatally.

To showcase the service and allow other Boards involved in the Diabetes Prevention Framework to learn from our journey, a Gestational Diabetes Study Day was held on Monday 24 February. The programme focused on the practical aspects of the service and covered; consequences of poor diet and unhealthy weight, gestational diabetes, service improvement, patient voices, oral glucose tolerance test (OGTT) education and diabetes prevention pathway.

Regardless of storm Dennis we had representation from eight Boards (including Ayrshire & Arran), Health Improvement Scotland and representatives from two of the three leisure services with 51 delegates attending on the day. Feedback on the day was very positive.

Administration of Medicines to patients with Parkinson's Disease

An article describing the positive impact of linking Hospital Electronic Prescribing and Medicines Administration (HEPMA) to ward electronic whiteboards to support nurses with the timing of administration of medicines to patients with Parkinson's Disease has been published in the journal Hospital Pharmacy Europe (Issue 94, 2020): "Improving timely medicines administration to Parkinson's patients in the inpatient setting." Patients with Parkinson's Disease often take their medicines outwith traditional ward medicine round times which can result in delays or omissions. This initiative promotes person centred care and has reduced the number of delays and omissions and is in the process of being rolled out to all inpatient areas within NHS Ayrshire & Arran.

Homebirth Team success

Following the success in increasing the homebirth rate in Ayrshire and Arran in 2019 by 100%, the homebirth team is having their first information afternoon on Sunday 29 March. This session which will be held at Fullerton Connexions in Irvine is open to families who have had homebirths and anyone who is interested in finding out more.

Moving forward the team is looking to caseload all women planning to birth at home and ensure that there is a midwife present at their birth who they have met before. Continuity of carer is one of the main tenets of the Best Start initiative and so far 75% of the women who birthed at home knew the midwife who attended her birth.

The team is made up of midwives throughout the community who are passionate about encouraging women to birth where they feel most comfortable. The team are looking forward to increasing homebirth rates even further in 2020.

Love in the Labs

Microbiology won the February Institute of Biomedical Scientist (IBMS) #LabHearts competition to find love in the lab... see below



It was purely a freak occurrence that the growth resembled heart shapes.

It's an antibiotic susceptibility test plate from a culture of *Moraxella cattarhalis* isolated from a sputum sample. The hearts were spotted by a keen eyed Biomedical Scientist who captured and saved the image.

The department put this forward to an IBMS competition and we were successful.

Successes at Holyrood Digital Health and Care Awards

Celebrating excellence and innovation in Scotland's digital health and care sector, [Holyrood's second Digital Health and Care Awards](#) were held in Edinburgh on 25 February 2020. NHS Ayrshire and Arran were shortlisted in three categories:

- Technology and Data in Action Award – NHS Ayrshire and Arran: Remote BP Monitoring – TEC Hub Model
- Assessing Mental Health Award – Digital Supporting Access to Mental Health Services in Ayrshire and Arran
- Industry Collaboration Award – Using Digital Patient-reported Outcomes to Enhance Routine Cancer Care

We were successful in two awards:

Technology and Data in Action Award – Remote BP Monitoring – TEC Hub Model

Our TEC Digital Services Team received the award for “Remote Blood Pressure Monitoring – TEC Hub Model”. Home and Mobile Health Monitoring (HMHM) technology has enabled nearly 4000 citizens in Ayrshire to monitor their Blood Pressure (BP) at home over the last 18 months. GPs refer patients to the TEC Hub point of contact for HMHM. BP readings are taken at home by patients, texted to the HMHM system, then transferred via automated API to a data warehouse. Result reports are generated and sent to GPs, BP readings as captured by the patient. Additionally, and most important, the average of readings calculated and displayed on the report supports decisions about diagnosis and treatment of hypertension. This technology saves clinicians and patients' time, provides more readings than traditional methods, as well as home reading evidenced as more accurate than those taken in clinic settings, thus enabling more accurate, timeous and appropriate diagnosis and treatment decisions.

Industry Collaborate Award - Haematology Patient Reported Outcome Measures

Haematology/oncology have been working with “My Clinical Outcomes” (MCO) and the company won the Industry Collaboration Award at the [Scottish Digital Health and Care awards](#) for their work with Ayrshire & Arran and Dr Peter Maclean.

In 2017 MCO was awarded initial funding through the Cancer Innovation Challenge, to work with Dr Maclean and they configured, developed and implemented their technology to enable us to collect and analyse Patient Reported Outcome Measures.

The new solution has:

- Enhanced the routine care of haematology patients in Ayrshire.
- Improved patient engagement with the service
- Enabled timesaving and more efficient use of clinical capacity
- Provided analytics of the data to identify variation in patient outcomes and inform ongoing improvement of care pathways
- Enhanced safety and long term monitoring of all cancer patients
- Demonstrated potential that has led to implementation at 5 other boards and will start to inform the National Digital Platform.
- Demonstrated potential to roll out to other tumour types

We are delighted that My Clinical Outcomes have won this award and look forward to our continued working relationship.



East Ayrshire Health and Social Care Partnership news

Stewarton Engagement Event

A stakeholder community engagement workshop was held in the Stewarton Area Centre on Saturday 29 February 2020 from 10.30am – 1.00pm. The aim of the workshop was to ask for views from stakeholders about current and future health and care services. The information gathered will be considered as part of the future planning and development of a Health and Wellbeing Hub for the Stewarton area.

Attendees were asked:

- What health and social care services are working well in Stewarton and the surrounding areas?
- What is not working so well and where are the gaps in the provision of health and social care?
- What improvements could be made, and looking ahead, what future provision might be needed?

Feedback was gathered and the information will be collated in a report which will be available on the Stewarton page of the Caring for East Ayrshire section of the EAHSCP pages on the council's website, where next steps, updates and a link to Caring for Ayrshire video can be found.

Culture Workshops

EAHSCP Director, Eddie Fraser, hosted two Culture Workshops in Kilmarnock and Cumnock for employees representing all grades and across all services during which the values of the Partnership were reiterated as committed to embed within its management and practices. The aims of the workshop were to:

- remind us that our values and behaviours have a deep impact on everyone - the way we do our jobs, the way we interact with each other and the way we interact with those who receive our services – and
- identify where the values of caring, respect, safety, kindness, empowerment and co-operation are not yet embedded so that feedback can be provided to senior board members and corporate management which can be used to influence the pace of change.

Attendees affirmed that many feel empowered and supported in their roles but helpfully indicated that communication interfaces between services still needs to be improved.

Riverside Centre acts of kindness during Kindness Week, from 17 February 2020

The Riverside Day Care centre in Cumnock which provides a supportive and friendly environment, where those with disabilities can enjoy activities and inclusion, joined in the spirit of Kindness Week with random acts of kindness, examples below:

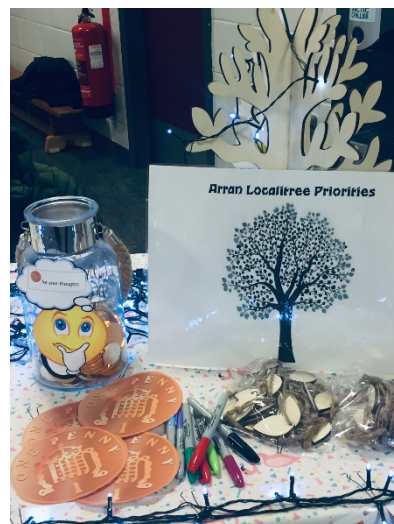
- Biscuits handed into local police station
- Goody box handed into local fire station
- Flowers to a member of onsite services
- Homemade scones and homemade jam handed into the older persons day care service
- Cupcakes to the local district nurses
- Free meals to some local people accessing our community café

North Ayrshire Health and Social Care Partnership news

Engagement & Capacity Building on Arran

Arran Locality recently came together to explore innovation and creativity in relation the diverse/complex Mental Health of Young People. A consortium of partners has pledged to respond to the needs, issues and aspirations facing young people from 3-25yrs old; using the island's assets and accessing funding. This approach includes:

- Therapeutic Art
- Whole Family Approaches
- Group Therapies
- Accredited and non-accredited learning opportunities
- Residential experiences in the fabulous outdoor centre balancing mental & physical wellbeing.



Whilst this is hugely exciting for the beneficiaries it is an excellent example of a Locality taking responsibility for their own major health & social care issues.

This development is a result of effective engagement, such as: Island chit/chats; Penny for your Thoughts – Social Action Research; Enlightening capacity building with Mental Health Youth Ambassadors; funding workshops; and formal presentations.

The consortium is preparing an application for funding, which they hope to achieve match funding for, to enhance services and resources. Prior to submission the consortium will engage in a Capacity Building session on the principles of partnership working and will sign a Partnership Agreement.

Intergenerational Working



Generations Working Together (GWT) recently announced the winner of the Most Improved Project for outstanding contribution to Intergenerational work - Anam Cara's Wee Pals from St. Bridget's Early Years Centre.

Sarita Taggart, Senior Practitioner at the EYC and Clare Mills, Manager of Anam Cara have been leading this project since 2015 and were presented with the award and trophy at the GWT conference in Strathclyde University. The guests in Anam Cara and the children were chuffed to bits to receive this recognition.



Breakfast for Champions – NAHSCP Staff Awards Ceremony

The NAHSCP Breakfast for Champions Award Ceremony took place on Thursday 27 February 2020 in the Volunteer Rooms, Irvine. The event recognised individuals and teams making a difference to health and well-being in our communities.

Finalists and their nominators, as well as invited guests, enjoyed breakfast cooked by volunteers from Café Solace. The categories and winners were :

<u>Team Category</u>	<u>Winner</u>
Volunteer Champions	Bourtreehill Age Concern Drop In Centre, Irvine
Partnership Champions	NAHSCP Employability Mentors : Geraldine Cairns and Dawn Boyd
Innovative Team	NAHSCP Care at Home Assistants
Community Superheroes	Lend an Ear Volunteer Team
Administration Stars	Break the Silence Administration Team
<u>Individual Categories</u>	<u>Winner</u>
Community Superhero	Michelle Trainer (3 rd Sector Community Link Worker, North Coast).
Trail Blazer	Deborah Francis (Castleview Day Care Officer)
Everyday Hero	Kirsty Calderwood
Administration Star	Judith McKenzie, Dirrans Centre
No.1 Volunteer	Sally Powell (Carer and Volunteer)
Inspirational Leadership	Elspeth Mair (Speech and Language Service Lead)
Partnership Champion	Bella Burley McLeod (Support Worker)



Understanding Our Relationship with Alcohol

North, East and South Ayrshire Alcohol & Drug Partnerships hosted an 'Understanding Our Relationship With Alcohol' event alongside NHS Ayrshire & Arran Public Health Department on Friday 6 March: 9am-4pm at Fullarton Connexions, Irvine.

The event provided an opportunity for delegates to:

- Hear the views of children, young people and wider communities about the impact alcohol has on them.
- Learn about alcohol marketing and discuss the role it has to play in our relationship with alcohol.
- Explore the role whole systems have to play in preventing and responding to alcohol and the harm it causes.
- Consider the spectrum of alcohol related harms across the whole life course and discuss how we can work together to implement positive changes to our systems.

Care Inspectorate – Care at Home & Community Alert Services

The Care Inspectorate annual inspection of Care at Home and Community Alert services concluded on 21st February 2020. The service retained its 'Very Good' grade for Care and Support, it was given an 'Excellent' (Grade 6) grading for Management and Leadership. This grading means that the service is considered by external regulators as 'outstanding' and 'sector leading'.

There are only a handful of public sector services graded at this level across Scotland. All of the other services are very small – supporting between 10-25 people. This is the first time that any service of the size of our own, has been awarded such a grade. To put this in context, our Care at Home Service supports approximately 2000 people across North Ayrshire with our Community Alert Service supporting over 5000.

Chief Executive and Board Chair diary key events

Chief Executive’s Diary Key Events 31 March 2020 – 25 May 2020		Chair’s Diary Key Events 31 March 2020 – 25 May 2020	
A number of key events have been cancelled/postponed due to COVID19			
April		April	
3	Local Authority Chief Executives Meeting	20	Board Chairs Meeting
7	NHS Chief Executives Meeting	30	South Ayrshire Community Planning Partnership Board
24	West of Scotland Health and Social Care Delivery Plan Programme Board		
27	Risk and Resilience Scrutiny & Assurance Group		
30	South Ayrshire Community Planning Partnership Board		
May		May	
1	Local Authority Chief Executives Meeting	13	Audit and Risk Committee
5-6	NHS Chief Executives Meeting	18	Board Chairs Meeting
12	East Ayrshire Community Planning Executive Officer Group	25	NHS Board Meeting
15	NHSS National Planning Board Meeting		
22	Joint Chief Executive and Chief Officer Steering Group		
25	NHS Board Meeting		

Circulars from the Scottish Government Health & Social Care Directorates

Published since last Board briefing

Circulars	Lead Director(s)
CDO(2020)01 Position of Deputy Chief Dental Officer	Director of Health and Social Care – East Ayrshire
CMO(2020)1.1 Novel Coronavirus (2019N-CoV) – Updated Information and Case Definition	Director of Public Health
CMO(2020)1.2 Novel Coronavirus infection (COVID-19) – Updated case definition, notification under health risk state and arrangements for testing	Director of Public Health
CMO(2020)02 Changes to the childhood Pneumococcal Conjugate Vaccine (PCV13) schedule from 6 April 2020	Director of Public Health
CMO(2020)03 Medical Appraisal & Revalidation Quality Assurance (MARQA) Review 2018-2019	Medical Director
CMO(2020)04 Novel Coronavirus infection (COVID-19) – New regulations coming into effect on Saturday 22 February 2020	Director of Public Health
CMO(2020)05 Implementation of HR-HPV Primary Testing	Director of Public Health
CMO(2020)06 Interim Patient Pathways for Management of Confirmed COVID-19 Cases in Scotland	Director of Public Health
CMO(2020)07 Continuation of Immunisation Programmes during COVID-19	Director of Public Health
DL(2020)01 Healthcare Associated Infection (HAI): Guidance for Staff Screening during Healthcare Associated Infection Incidents and Outbreaks	Nurse Director
DL(2020)02 EVERYONE MATTERS: Our Workforce Strategy	Human Resources Director
DL(2020)03 Notifications to the Mental Welfare Commission for Scotland	Director of Health & Social Care – North Ayrshire
DL(2020)04 NHS Scotland Consultants – Distinction awards and Discretionary Points Schemes	Human Resources Director
DL(2020)05 Coronavirus (COVID-19): National Arrangements for NHS Staff Scotland	Human Resources Director
PCA(D)(2020)01 Quality Improvement Database – The British National Formulary (BNF)	Director of Health & Social Care - East Ayrshire
PCA(D)(2020)02 The new model of care update	Director of Health & Social Care - East Ayrshire
PCA(D)(2020)03 Dental Working Patterns Survey	Director of Health & Social Care - East Ayrshire
PCA(D)(2020)04 Amendment No.143 to the statement of Dental Remuneration	Director of Health & Social Care - East Ayrshire

Circulars	Lead Director(s)
PCA(D)(2020)06 COVID-19 Guidance – NHS General Dental Services	Director of Health & Social Care – East Ayrshire
PCA(M)(2020)01 GP Sustainability Loan Agreement	Director of Health & Social Care - East Ayrshire
PCA(M)(2020)02 Covid-19: Guidance on Planning and Responding to Primary Care GP Practice Capacity Challenges	Director of Health & Social Care – East Ayrshire
PCA(M)(2020)03 Near Me Guidance for GP Contractors	Director of Health & Social Care – East Ayrshire
PCA(M)(2020)04 Suspension of online booking systems	Director of Health & Social Care – East Ayrshire
PCA(O)(2020)01 Change in electronic connectivity solution for optometry practices and practitioners using RSA tokens; Update on other future changes to digital services applicable to all optometry practices and practitioners.	Director of Health & Social Care - East Ayrshire
PCA(O)(2020)02 Information and resources regarding novel coronavirus (COVID-19) for all community optometry practices and practice staff in Scotland.	Director of Health & Social Care - East Ayrshire
PCA(O)(2020)03 General Ophthalmic Services (GOS) – COVID-19: Domiciliary Eyecare Services and Practice Inspections	Director of Health & Social Care – East Ayrshire
PCA(O)(2020)04 GENERAL OPHTHALMIC SERVICES–COVID-19: Suspension of all routine community eye care services, and the move to providing only emergency and essential eye care; Financial measures to support community optometry practices; Other important COVID-19 updates	Director of Health & Social Care – East Ayrshire
PCA(P)(2020)02 Pharmaceutical Services: Community Pharmacy Funding Package 2020-21 to 2022-23	Director of Pharmacy
PCA(P)(2020)03 NHS Pharmacy First Scotland: E-Learning Payment for Contractors	Director of Pharmacy
PCA(P)(2020)04 Pharmaceutical Services Drug Traffic Part 7 Dispensing Pool Payment Director of Public Health	Director of Pharmacy
PCA(P)(2020)05 Additional Pharmaceutical Services extension of minor ailment service in response to COVID-19	Director of Pharmacy
PCS(DD)(2020)01 Terms and conditions of service: Consultants, Specialty Doctor, Associate Specialist, NHS Hospital Medical and Dental Staff and Doctors and Dentists in Public Health Medicine and the Community Health Service (Scotland) - Leave and Pay for New Parents, Child Bereavement Leave	Human Resources Director
PSC(AFC)2020/1 Pay and conditions for NHS Staff covered by the Agenda for Change Agreement	Human Resources Director Director of Finance

Circulars	Lead Director(s)
PSC(SDIA)2020/1 Scottish Distant Islands Allowance	Human Resources Director Director of Finance

Consultations/Call for evidence or written submission

(In progress or published since last Board briefing)

From	Topic	Response Date
Healthcare Improvement Scotland	Draft Respiratory Care Action Plan for Scotland	03 April 2020
Scottish Government	Excepted Body Parts - Implementation - Human Tissue (Authorisation) (Scotland) Act 2019	27 March 2020 - Complete
Health and Sport Committee	Supply and demand for medicines inquiry	02 March 2020 - Complete
Scottish Government	Reforming Adult Social Care Support	20 February 2020
Scottish Government	Public Services Reform (Scotland) Act 2010: Extension of Part 2 Order Making Powers	24 February 2020

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.