

NHS Ayrshire & Arran



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| Meeting: | Ayrshire and Arran NHS Board |
| Meeting date: | Monday 9 October 2023 |
| Title: | Board briefing |
| Responsible Director: | Claire Burden, Chief Executive |
| Report Author: | Shona McCulloch, Head of Corporate Governance |

1. Purpose

This is presented to the Board for:

- Awareness

This paper relates to:

- Local policy

This aligns to the NHS Scotland quality ambitions of

- Safe, Effective and Person Centred.

2. Report summary

2.1 Situation

Key areas of interest are advised to Board Members for awareness at each Board meeting. The Good News stories provide Members with information from across the organisation which shows the good work being delivered by our teams to improve patient and community care and recognises awards received locally and nationally.

2.2 Background

At each Board meeting the briefing provides:

- Good News stories from across NHS Ayrshire & Arran (NHSAA)
- Key events from the Chief Executive and Board Chair diaries
- Circulars from the Scottish Government Health & Social Care Directorates
- Current consultations

Further briefing updates will be issued following the Board meeting from the Communications Department via e-News, Stop Press, Daily digest and Team talk. Up-to-date information is also published on NHS Ayrshire & Arran's website www.nhsaaa.net

Should you require further information in relation to the briefing, please contact Shona McCulloch, Head of Corporate Governance via email at aa-uhb.ceo@aapct.scot.nhs.uk.

2.3 Briefing - Good News Stories

Celebrating success

Gillian Evans, Assistant General Manager for Emergency Care and Trauma Orthopaedics has been a successful applicant for the Scottish Quality and Safety Fellowship programme. Gillian was chosen from a very competitive field of high calibre candidates following a submission and interview process. Applicants come from an international field and candidates apply from across Scotland, Norway, Denmark, Ireland and Australia.

The Scottish Quality and Safety Fellowship Programme (SQS Fellowship) is a quality improvement and clinical leadership course managed by NHS Education for Scotland (NES), working in partnership with Healthcare Improvement Scotland and NHSScotland.

The programme is aimed at healthcare staff who currently undertake clinical practice and have a direct influence on improving the delivery of safe patient care. It is also applicable for staff in clinical professions (e.g. medical, nursing, pharmacy, AHP, healthcare scientists, ambulance) who do not currently deliver hands-on care, but who have a role in improving patient care or safety. The link below provides more detail of the programme.

[Scottish Quality and Safety \(SQS\) Fellowship Programme | Turas | Learn \(nhs.scot\)](#)

In due course, as one of a number of Fellows in Ayrshire and Arran, Gillian will be able to support colleagues in their leadership and quality improvement journey.

Step Into Business- building our workforce partnerships

Nina McGinley, Board Excellence in Care Clinical Lead and
Scott Burns, Administration Assistant

An informal discussion with Jonny Baillie, Employability Adviser in March 23, highlighted a new work experience programme in collaboration with North Ayrshire Council. Step into Business is an initiative that supported ten parents into fully funded vocational mentored placements with flexible hours for six months. As well as working for NHS Ayrshire & Arran, they also commenced an SVQ in Business Administration through Ayrshire College as well as completing ten weeks pre-employment training at Ayrshire College prior to their placement. As an organisation we are keen to build our workforce of the future and we were encouraged by the potential benefits the programme could bring to both candidates and NHS Ayrshire & Arran.

Following a successful recruitment process, we appointed two candidates in May 2023, Susie McCue who joined our Infection Prevention and Control Team (IPCT) and Scott Burns who was appointed to the Excellence in Care Team. Susie joined the IPCT as an Administration Assistant and has gained valuable experience in supporting the team with general administration duties, including preparation for events, dealing with enquires that come into the department and distribution of key information to wards. Susie's time with the team helped her to decide on what she wanted for the future and although Susie hasn't remained in an administrative role, we were delighted that she was successful in her application to join the Vaccination team as a Healthcare Assistant. Scott has supported the ongoing review of Nursing Documentation and has gained valuable learning experience whilst working within the Quality Team. He became part of the Digital Champions network and shows enthusiasm and creativity for all things digital. Scott is keen to gain permanent employment within the organisation and the team have been supporting him through the application process. During his six months, Scott has been working towards completion of

SVQ3. He has fully embraced being part of the team and loves sharing stories of his beautiful daughters. While we were unable to offer Scott a permanent position within the team, we will continue to seek opportunities for learning to enable him to gain valuable experience whilst working within the department. Everyone needs just one person to stand up and say “I’ll help you” - Could that be you?

Human potential is the only limitless resource we have in the world. Let us encourage it.

We look forward to welcoming Jonny to our next Nurse Directorate Staff Governance Group where we will hear about other employability programmes and initiatives that are available to us here in NHS Ayrshire & Arran.

The Power of Therapy Pets

Pamela Gibson – Patient Experiencer Facilitator



Therapy Pet visits have recently been introduced to a number of wards across the Organisation and have been warmly welcomed by patients and staff alike. The benefits of these visits are clearly evident, with patients smiling and engaging in conversations with the volunteers and their dogs.

It has long been acknowledged that therapy pet visits can have powerful positive benefits for hospital patients and can improve patients' wellbeing, making their hospital stay more enjoyable and less overwhelming.

Following an enquiry from a doctor within the Combined Assessment Unit, who felt that staff within the Unit would benefit greatly from a therapy pet visit, the volunteer manager quickly set up an introduction with the Therapy Pet Service and last week the unit staff had their first visit from Meala the Labrador.

Senior Charge Nurse Ashley Strannigan said the visit made such a difference to the staff who were on duty stating “*they were all so happy and they all want to be on shift next time Meala visits*”. Due to the success of the visit, further monthly visits have been scheduled.

News from our partners:

East Ayrshire Health and Social Care Partnership (EAHSCP)

Care Experienced Cabinet meets at Dick Institute

East Ayrshire's Care Experienced Cabinet (formerly the 'Pizza and Coke' forum) recently held a meeting at the Dick Institute, Kilmarnock – its first time meeting at the venue.

Chaired by Councillor Claire Leitch, the cabinet aims to provide a space for care-experienced young people to share their views and concerns on a variety of themes and to agree actions on how to overcome them.

Eight young people attended the meeting on Thursday 1 June to discuss topics on the theme of 'Feeling Safe and Being Safe'. The agenda also covered the cost of living crisis, support for mental health and wellbeing, ways of improving community activities and helping young people live independent lives.

Promise Participation Lead, Eòghann MacColl, was delighted at the meeting's success:

"It was a really busy and vibrant meeting. 30 people attended, including eight care-experienced young people who led broad and challenging discussions. Actions were agreed and will go forward to the pre-meeting with Councillor Leitch and then onto the next meeting where necessary.

"Next time, we will be looking at the theme of 'Standing on my own two feet', thinking together about what the young people in our care need to thrive as they move into adulthood. We want all of our young people to have their say on this and we need your help!

"Since the meeting, young people have said to us that they hope council officials and partners (such as Police Scotland and elected members) hear their ideas and that actions will follow their words."

Lyn and Margaret enjoy TV fame

Two of our fantastic community care staff recently enjoyed some television fame on BBC Scotland's 'Paramedics On Scene'!

Lyn McLay, Community Care Officer within our Community Alarms Team, and Community Care bank worker, Margaret Pearson, appeared on Series 4, Episode 9 of the reality series, which follows paramedics and other health care staff around Scotland.

Lyn and Margaret were called to the home of a retired nurse in Hurlford who'd had a fall outside and required support from the Scottish Ambulance Service. While awaiting the ambulance Margaret sat on the ground beside the injured woman, offering reassurance as Lyn watched out for the paramedics.

They then supported ambulance technicians to move the woman after she'd been checked over. Lyn McLay operated the Mangar Elk Lifting Cushion, which safely lifted her onto a chair and then into her home.

Well done to Lyn and Margaret for assisting ambulance staff and comforting this woman during what was no doubt a highly stressful situation.

Anyone wishing to catch Lyn and Margaret's appearance can catch up on the BBC Scotland website.

Young people gain skills at Kilmarnock Fire Station

East Ayrshire HSCP recently supported a group of young people to attend a fire safety training event at Kilmarnock Fire Station.

Four young people were specially selected by EAHSCP and the Scottish Fire and Rescue Service in East Ayrshire to take part in a 'Fire Skills' programme over a period of six weeks.

This project consisted of a range of sessions based on firefighter drills, each adapted to provide a unique learning experience for young people.

As well as a Curriculum for Excellence qualification, this experience provided the young people with training and development opportunities and a chance to develop leadership skills while working as part of a team.

Key skills covered in the programme included:

- Team working and leadership
- Self-discipline
- Problem solving skills and techniques
- Confidence and communication
- Improved physical skills and ability
- Citizenship skills
- Health and safety training
- Basic first aid skills
- An understanding of the contribution that the Scottish Fire and Rescue Service and other agencies make to our communities

The young people worked together alongside fire officers and EAHSCP staff during the course of the programme, all participating fully and demonstrating their new skills to a large crowd of family members, friends and professionals.

Many thanks to Kilmarnock Community Fire and Rescue Station, Community Fire Fighter Carol Cairns and the incredible team of firefighters who made this programme possible.

Thanks also go to all EAHSCP staff who took part and to the young people who demonstrated their commitment over the school holidays to participate in a brilliant activity.

New sensory rooms opens in Kilmarnock

An Ayrshire-based group for children with additional support needs recently celebrated the launch of a sensory room in Kilmarnock.

Members of the Ayrshire Am-ASN Warriors activity group gathered at Party Palz in Riccarton, Kilmarnock to officially open the new facility. The group was set up by local mum Yvonne Chafey in summer last year, and organises regular events within the Party Palz venue. The group provides a safe social space for children with additional support needs as well as peer support, friendship and advice for parents.

Named after Yvonne's late daughter, Mya's Sensory Room is a beautiful, calm and welcoming facility, equipped with colourful bubble lights, UV light strips, a projector, Bluetooth speakers and comfortable seating to provide ASN children an immersive and relaxing sensory experience.

Expertly constructed by specialist company Sensory Technology, who also installed all furniture and sensory equipment, Mya's Sensory Room is the only community-based sensory facility in East Ayrshire. It is also completely free to use and will be run purely through donations.

Many thanks to local joiner Stephen Brown for fitting the sensory room doors and to Paul Aitchison and Chloe Hastings at Party Palz for facilitating the launch event and preparing a delicious buffet for attendees.

Thanks also go to social worker Gail Nicol and to Paula Raymond, Service Officer for Contracts, Commissioning and Complaints at East Ayrshire Health and Social Care Partnership, both of whom were instrumental in helping Ayrshire Am-Asn Warriors make Mya's Sensory Room a reality.

Mural project inspires young people

East Ayrshire Health and Social Care Partnership, The Articulate Hub and Yardworks Studios Glasgow recently provided a unique creative opportunity for five young people from East Ayrshire.

Beginning in May this year, staff from our EAHSCP Intensive Support Team joined forces with renowned artists, who delivered a series of workshops featuring street art techniques.

As part of the '2 Express Yourself' mural art project, participants developed their techniques and skills over a period of eight weeks, finally producing a mural at the famous railway arches running alongside the Clydeside Expressway.

The project was designed to showcase the talents of young people who use art as a means of expressing their thoughts and feelings, providing a platform for them to share their experiences.



The '2 Express Yourself' street art project also offered young people a safe space to learn new skills and to work as a team.

As well as creating new opportunities, street art can help young people to manage negative emotions and practise mindfulness while engaging with society.

The final mural was inspired by the Japanese concept of 'Kintsugi', which is the art of repairing broken pottery using powdered gold. The philosophy celebrates imperfections, brokenness and the art of healing.

The participants wanted to convey a message that, even when things appear broken, there is beauty in healing and recovering.

The young people would like to thank Laura Frood (Articulate Hub), Gaz Mac (Yardworks) and all of the other artists who help them on their journey.

One of the young participants said: "This was a once in a lifetime opportunity for me and it has been the best thing ever. I feel so much more confident now. It's really helped me a lot".

East Ayrshire Advocacy Service holds annual conference

East Ayrshire Advocacy Service recently held its annual conference at Kilmarnock's Park Hotel.

The event, which took place on Friday 30 June, celebrated the growth and diversity of its advocacy services and aimed to raise awareness of independent advocacy in East Ayrshire. 150 people attended, including 25 member of EAAS staff, their Board of Directors, over 20 EAAS service users, and people from our partner organisations and agencies from across East Ayrshire and beyond.

The Conference was opened by Councillor Jim Todd, Provost of East Ayrshire, and included performances from Morven Day Services Singing Group, Recovery Rocks and the Happy Tappers. Also in attendance were speakers from the Scottish Independent Advocacy Alliance and Mental Welfare Commission Scotland.

Our staff took attendees on an 'Advocacy Journey' to demonstrate the different client groups we work with, as well as a 'Positive Postcard Project' and a demonstration of our new website referral process.

After the event, attendees also contributed to the consultation for the Advocacy Strategy Refresh.

The conference was extremely well received, with 99% of those who provided feedback saying they found the day enjoyable. 97% said they found it inspiring.

East Ayrshire Advocacy Service would like to thank all attendees for their participation and look forward to welcoming everyone for their 30th Anniversary Celebrations next year!

Play Day 2023 encourages 'Play on a Shoestring'

Teams from across East Ayrshire Health and Social Care Partnership hosted a number of stalls at this year's Vibrant Communities Play Day in Kilmarnock.

The family event, which took place on Wednesday 2 August, was also attended by our school nursing and health visiting teams and promoted our most up-to-date supports and services. These included the Ayrshire Bairns app and the online mental health platform, Kooth.

However, there was time for lots of informative play too! The theme of this year's Play Day was 'Play on a Shoestring'. 'Tying' in with this, our range of activities included a scavenger hunt to find items for fabric painting, such as egg cartons and shoe laces, to support fine motor skills, and body part stickers on gingerbread people to help children understand anatomy.

Play Day also gave us an opportunity to gather opinions and feedback on our school nursing services and to find out what was important to our children and young people.

The most popular responses were: my friends, my family, my mum, my dog and food.

North Ayrshire Health and Social Care Partnership (NAHSCP)

Impact statement – NAHSCP Universal Early Years

In May 2023, the Refugee Support Team was established to undertake initial assessment and screening of Ukrainian Displaced People (UDP). The team consists of a 0.6 WTE Team Manager, 2.0 WTE Staff Nurses and 1.0 WTE Bilingual Liaison Officer.

The team aims to support all new arrivals from Ukraine with a physical and mental wellbeing assessment; migrant screening assessment for TB and Blood Borne Viruses (BBV); immunisations checks; and support the individuals or family to access mainstream NHS services. They have clinical pathways in place for a range of services where follow-up or support is required.

Since the commencement of the team, the numbers of new Ukrainians has fallen and remained static so the team have been re-engaging with existing members of the community to retrospectively undertake screening, check immunisation status and follow-up with any outstanding health issues.

To date:

- Migrant screenings have been undertaken with 88 adults and 60 children.
- 97 TB screening forms have been submitted to Public Health for assessment of testing and treatment.
- 19 individuals have been supported to immunisation appointments.

From a public health perspective, this is a significant achievement which wouldn't have been achieved without the team in place. The feedback on the additional support the team has been able to provide to the existing Resettlement Team has been positive and they contribute fully to the multi-agency team. Discussions are underway to extend the model so that all new arrivals – asylum seekers, refugees and UDPs – have the same support on arrival to North Ayrshire.

Circulars from the Scottish Government Health & Social Care Directorates

Published since last Board briefing

| Circulars | Lead Director(s) |
|--|--|
| CDO(2023)03 Turas Programme for Dental Nurse Induction | Not yet issued |
| CMO(2023)12 Advance notice of changes to Scottish Government's COVID-19 testing guidance | Director of Public Health |
| CMO(2023)13 Averting the Resurgence of Measles in Scotland 2023 | Director of Public Health |
| CMO(2023)14 Publication of the National Guidance for Child Protection in Scotland 2021 – Updated 2023 | Nurse Director |
| CMO(2023)15 Winter Programme 2023 – Seasonal Flu and Covid-19 Vaccination | Director of Public Health |
| CMO(2023)16 Abortion – additional approval for Mifepristone to be taken at home | Medical Director |
| CMO(2023)17 Anticipatory care planning and future care planning | Medical Director |
| DL(2023)18 | Not yet issued |
| DL(2023)19 | Not yet issued |
| DL(2023)20 | Not yet issued |
| DL(2023)21 Arrangements for the Distinction Awards and Discretionary Points Schemes for Consultants | Director of Human Resources |
| DL(2023)24 Revised Payment Verification Protocols – General Dental Services, Primary Medical Services, General Ophthalmic Services, Pharmaceutical Services | Director of Finance |
| DL(2023)25 National Evaluation Committee | Director of Human Resources |
| DL(2023)26 The Healthcare (International Arrangements) (EU Exit) Regulations 2023 | Medical Director |
| PCA(D)(2023)05 Amendment no.161 to the statement of dental remuneration | Director of East Ayrshire Health and Social Care Partnership |
| PCA(O)(2023)03 Community eyecare update | Director of East Ayrshire Health and Social Care Partnership |
| PCA(O)(2023)04 NHS Community Glaucoma Service (CGS) - Various | Director of East Ayrshire Health and Social Care Partnership |
| PCA(P)(2023)26 Pharmaceutical Services: Amendments to the Drug Tariff in Respect of Remuneration Arrangement and Part 7 Discount Clawback Arrangements from 1 April 2023 | Director of Pharmacy |

| Circulars | Lead Director(s) |
|---|---|
| PCA(P)(2023)27 Additional Pharmaceutical Services NHS Pharmacy First Scotland – Addition of Common Clinical Condition (Hay Fever) | Director of Pharmacy |
| PCA(P)(2023)28 Extension on the Serious Shortage Protocol issue for Utrogestan® (Micronised Progesterone) 100mg capsules | Director of Pharmacy |
| PCA(P)(2023)29 Withdrawal of the Serious Shortage Protocol issues for Progynova ®TS 100 Microgram Patches | Director of Pharmacy |
| PCA(P)(2023)30 Serious Shortage Protocol: Estradot® (ESTRADOIL Hemihydrate) 100 Microgram Patch | Director of Pharmacy |
| PCA(P)(2023)31 Serious Shortage Protocol: Jext® 300 Micrograms/0.3ML (1 in 100) solution for Injections Auto-Injector Pen | Director of Pharmacy |
| PCA(P)(2023)32 Extension on the serious shortage protocol issued for Utrogestan® (Micronised Progesterone) 100mg capsules | Director of Pharmacy |
| PCA(P)(2023)33 Extension to serious shortage protocols issued for Estradot® (Estradiol Hemihydrate) 100 Microgram patch and Jext® 300 Micrograms/0.3ml (1 in 100) solution for injection auto-injector pen. | Director of Pharmacy |
| PCA(P)(2023)34 Additional pharmaceutical services – naloxone emergency supply service | Director of Pharmacy |
| PCA(P)(2023)35 Pharmaceutical services drug tariff part 7 dispensing pool payment | Director of Pharmacy |
| PCA(P)(2023)36 Extension to serious shortage protocols (SSPS) for Clarithromycin products | Director of Pharmacy |
| PCS(DD)(2023)01 Pay and Conditions of Service – Remuneration of Hospital Medical and Dental Staff, Doctors and Dentists in Public Health Medicine and the Community Health Service | Director of Human Resources & Director of Finance |
| PCS(ESM)(2023)03 Pay and conditions of service: executive and senior management pay 2023-24 | Director of Human Resources |
| PCS(MD)(2023)01 Pay and Conditions of Service – 2023-24 Health Board Medical Directors / Former Medical Directors on Protection | Director of Human Resources & Director of Finance |

Consultations/Call for evidence or written submission

(In progress or published since last Board briefing)

| From | Topic | Response due |
|------------------------|---|--|
| East Ayrshire Planning | 2023/230312PP Erection of Green Hydrogen production facility – 3.4 North of Patna | 04 August 2023 Responded |
| WHP Telecoms Ltd | Pre Planning Consultation Cornerstone | 07 August 2023 No response NHS A&A I&SS |

| From | Topic | Response due |
|--|---|---|
| North Ayrshire Council | 2023\2300420PPM Erection of 85 residential dwellings with associated works – South West of Mosscolloch Farm, Kilwinning | 09 August 2023 Responded |
| North Ayrshire Council | 23/00582/PP Erection of replacement nitrogen plant | 16 August 2023 No response NHS A&A |
| Scottish Government | AMR National Action Plan 2024-2029: Commitments Review | 22 August 2023 Responded |
| East Ayrshire Planning | 23/0161/PP Residential Development of 29 no. dwelling houses with associated infrastructure – Glasgow Rd and Western Rd, Kilmarnock | 23 August 2023 No response NHS A&A |
| Health and Social Care and Sport | HSCS Committee: Pre-budget scrutiny Calls for View | 25 August 2023 No response NHS A&A |
| Healthcare Improvement Scotland | Congenital Heart Disease Draft Standards - Consultation | 06 September 2023 Responded |
| Healthcare Improvement Scotland | Health Care Improvement Scotland – Cataracts Surgery Draft Standards Consultation | 06 September 2023 No response NHS A&A |
| Scottish Government - NSS.NHSS Scotland | Health and Care (Staffing) (Scotland) Act 2019 statutory guidance - Consultation | 12 September 2023 Responded |
| East Ayrshire Planning | 22/0718/PP Major Development, Maxholm Road, Riccarton | 15 September 2023 Responded |
| East Ayrshire Planning | 23/0460/PP Erection of single storey extension to medical practice – Stewarton Medical Practice | 02 October 2023 No response required NHS A&A |
| Scottish Government | National Island Plan Review Consultation | 09 October 2023 |
| South Ayrshire | North Ayr Relocation of Early Learning Facility from Dalmilling Primary School to Heathfield Primary School Consultation | 25 October 2023 |
| Scottish Government | Quality Prescribing for Respiratory: a guide for improvement 2024-2027 Consultation | 31 October 2023 |
| Scottish Government Burial, Cremation Anatomy and Death Certification Team | Consultations on regulations to be made under the Burial and Cremation (Scotland) Act 2016 | 17 November 2023 No response appropriate from Health Board |
| Scottish Government | Alcohol: Minimum Unit Pricing (MUP) Continuation and Future Pricing: Consultation | 22 November 2023 |

2.3.1 Quality/patient care

Good News Stories provide an opportunity for Members to be aware of a range of positive impacts on the quality of care and the services we provide for our patients and communities.

2.3.2 Workforce

There is no impact on workforce from this briefing.

2.3.3 Financial

There is no financial impact from this briefing.

2.3.4 Risk assessment/management

This briefing document does not relate to any areas of risk.

2.3.5 Equality and diversity, including health inequalities

This briefing document has no impact on equality and diversity. Where specific good news stories relate to service improvements Equality Impact Assessment would be carried out as necessary.

2.4 Recommendation

Members are asked to receive the briefing for awareness.