

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting date:	Monday 5 February 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

Nursing Award for renal practice education facilitator, Lisa Jordan

Senior Charge Nurse Fiona McFadyen, RDU

To reduce inappropriate Urokinase use through systematic fluid assessment:

The renal practice educator has been working closely with the renal unit and the junior doctors to reduce the inappropriate use of urokinase in the renal dialysis unit.

This is being achieved through auditing of current practice and then education to improve the clinical assessment of the renal unit patients in relation to fluid gains and poor functioning renal access.

This has led to a review and change to the urokinase locks and infusion paperwork which now outlines a clearer pathways of care for staff to follow. This change has made it easier for staff to complete the relevant paperwork.

The renal practice education facilitator Lisa Jordan presented this topic at the Scottish Renal Association (SRA) meeting on the 17/11/23 and won the coveted nursing award at this meeting for outstanding nursing talk.

The benefits identified for the introduction of this review has:

- Increased nursing knowledge through proactive teaching
- Improved fluid assessment of the renal unit patients
- Ensured improved compliance with completion of relevant vascular documentation
- Reduce the inappropriate use of this medication resulting in cost savings for the service.
- Ensured that there is now more appropriate referrals to vascular access for poor functioning permanent dialysis lines.
- Improved outcomes for our renal patients

We are delighted that Lisa won the Nursing award for Ayrshire and Arran at the SRA meeting and we look forward to our continued working relationship.

Flood at Ward 4a University Hospital Crosshouse (UHC)

Recently there was a flood in Ward 4a, UHC but thanks to our incredible team work and the dedication of our clinical team, along with the support of the Domestics and Estates staff, this situation was swiftly resolved and the ward was back to full working order within three working days.

The Estates and Clinical Support Services Team demonstrated exceptional coordination and efficiency in working together with the Clinical staff to overcome this challenge. Their combined efforts ensured that the flood was addressed promptly, allowing us to resume normal operations without any further disruptions.

Free Bacon Rolls

During the festive period, our hardworking catering staff went above and beyond to ensure everyone working on 29 December received their free bacon/breakfast roll.

Despite the challenges, the catering team managed to provide delicious free bacon/breakfast rolls to the staff, spreading warmth during this special time of year. We understand that the festive period can be particularly demanding and the absence of staff only adds to the pressure. However, our dedicated catering team stepped up and worked hard to make sure that no one missed out on the free bacon/breakfast roll which is becoming a beloved tradition for our NHS workers.

Ayrshire Central Hospital Procurement Drivers

During the busy Christmas/New Year period, the drivers from our team at Ayrshire Central Hospital Procurement demonstrated commitment and provided an invaluable service by ensuring the smooth delivery of orders to both Acute and non Acute sites.

Despite covering long term sick leave, requiring to utilise smaller vehicles and the heightened demands and pressures of the festive season, the drivers continued to maintain the delivery of our goods with professionalism and efficiency. Their dedication to their roles and the exceptional service they provided played a crucial role in ensuring that all our sites received the necessary supplies during this busy time.

Catering Feedback at Ayrshire Central Hospital

A member of the public who used the Catering service at Ayrshire Central Hospital has provided some feedback via Care Opinion regarding the service she received:

“Recently visited the main canteen at Ayrshire Central Hospital and was served by David, who was a ray of sunshine, helpful, professional and brightened up our day. A credit to the NHS. ...”

Great to see our staff being recognised for the great work and service they provide on a daily basis.

News from our partners:

East Ayrshire Health and Social Care Partnership (EAHSCP)

ArtClub? hosts open day at SL33

A group of young artists with care experience recently held an open day at Kilmarnock's Skills and Employability Hub (SL33) to celebrate Care Experienced Week.

Members of ArtClub? showcased their work, chatted with guests and advertised their 2024 calendar, which recently went on sale.

ArtClub? member Emma Kasper said: “It was fun drawing and showing off our creative talents to mark Care Experienced Week. We also made a challenge for visitors to respond to and get involved in, which was fun as well. Our calendar is also now available for sale and we saw lots snapped up on the day”.

Promise Participation Leader Eòghann MacColl said: “The Promise Participation Team and council services are working collaboratively to support young people with care experience to use their voice and participate in new opportunities. [Their hard work] is a testimony to the young people who attend and participate in the groups. They are sharing their lived experiences and informing us of their needs, hopes and aspirations all at the same time.”

Eight ArtClub? members have contributed to a calendar showcasing some of their original artworks. Proceeds will be used to support further creative projects and youth-led participation events within the club.



EAHSCP staff complete NHS skills course

Congratulations are in order for three EAHSCP staff, who recently completed an NHS Ayrshire & Arran skills improvement course.

Stephanie Preston (Planning and Performance Programme Officer), Dianne Ferguson (ADP Development Officer) and Kirsty Fraser (Child Protection Lead Officer) successfully completed the Ayrshire and Arran Improvement Foundation Skills course and were presented with certificates at an awards ceremony at University Hospital Ayr.

Scottish Government National Clinical Director, Jason Leitch, attended the ceremony via video link to extend his congratulations and impart a few words of wisdom for the certificate recipients.

Dianne Ferguson provided some comments about the day: “Jason Leitch said at the end of today’s ceremony that all we need are three things to succeed – the tools, the pals and the courage – so watch out East Ayrshire as we are now certified and you are our pals.”

Stephanie, Dianne and Kirsty each have improvement projects within the partnership, which they have shown tireless commitment to over the duration of the course.

Dianne’s project will focus on promoting the Scottish Government’s National Mission Framework in East Ayrshire, which aims to reduce drug and alcohol-related harms.

Meanwhile, Kirsty's project will work to improve the participation of children and young people at their initial Child Protection Planning meetings. This work is supported by the Child Protection Committee via their Performance and Quality Assurance subgroup and links with current child protection improvement work.

Finally, Stephanie's project will work towards improving the quality and consistency of our partnership participation and engagement resources. Areas her project will tackle include improving our communication with stakeholders, more effectively co-ordinating the event planning process and reducing the time it takes for staff to plan partnership events.

We wish Stephanie, Dianne and Kirsty the very best of luck with their projects and congratulate them again on reaching this milestone in their professional development journeys. Well done!

Digital Support Workers empower residents in digital care

Digital Health and Care Support Workers are helping Irvine Valley residents feel more 'tech savvy' when taking care of their wellbeing and managing long-term health conditions.

Angela Gracie and Haylee Brogan came into post as Digital Health and Care Support Workers with our Thinking Differently Team on 31 July this year, the role being the first of its kind in Scotland.

So far they have helped members of the Irvine Valley community to feel more confident when using digital health and care supports, such as ordering repeat prescriptions online, using the online GP consultation app (eConsult), accessing the NHS Near Me website and using other health monitoring apps and digital tools.

Angela told us more: "We aim to upskill people digitally to help with health interventions and to increase their confidence, independence and ability to self-manage their general health and wellbeing.

"We're currently based at The Smart Hub in Ross Court in the Irvine Valley, where people can drop in and visit us, and we attend community groups with our 'TEC backpack', which contains healthcare equipment for demonstration, such as blood pressure monitors.

"We also host a regular group, 'Cuppa TEC', every Friday morning in Ross Court from 10am to 12pm, where we have an informal chat with people and show them how to use digital health and care supports. We will be hosting 'Cuppa TEC' groups in and around the Irvine Valley in the new year."

The Digital Health and Care Support Workers are based in the Irvine Valley, where our Thinking Differently Team began researching the East Ayrshire Pathfinder Project in 2020.

16 Days of Action event focuses on CSE

Our Violence Against Women Partnership recently held its pan-Ayrshire practitioner event on Commercial Sexual Exploitation (CSE) at Kilmarnock's Park Hotel.

Led by Linda Thompson from the Women's Support Project, the event was an opportunity to benefit from the work, research and training of the project, to hear the voices of women with lived experience and to learn from practitioners and academics.

Siobhan Brown MSP, Minister for Victims and Safer Communities, was also in attendance and gave an opening address.

As CSE is largely underreported, the event focused on building a network of practitioners across Ayrshire who are developing the skills and knowledge to better support the women involved in it.

Linda highlighted the need for “courageous conversations” regarding the prevalence of sexualised content in our everyday lives and the technology “developed specifically to abuse women and girls”:

“What happens online has an impact offline. The internet and the role of technology has ushered in the assimilation of the sex industry, in particular porn, into all elements of our culture, to the very extent that we don’t even see it. It has become the wallpaper in our private and our public lives...where we have the sex industry rebranded as entertainment.

“Violence against women and girls has been associated with attitudes, values and beliefs that basically say that men are entitled to access women’s bodies.

“We have to start looking at where these messages and beliefs come from. We have to look at what drives the dehumanisation and objectification of women, where women are made into things for others’ use.”

Attendees then heard from Laura Jones, Teaching Fellow and Researcher at Abertay University, who spoke about trauma-informed practice and the importance of being direct when supporting women and girls involved in CSE, Sally Hendry from the Routes Out service, which offers non-judgemental advice and support to women who sell sex, and aura Nacyte of the Women’s Support Project, who raised the importance of “the little things” practitioners can do which make the biggest difference in supporting women in CSE.

Many thanks to all who attended this important and necessary event. While difficult to sit through at many points, it raised much-needed awareness of the uncomfortable truth of Commercial Sexual Exploitation and called upon all of us to do more to support the women involved in it.

Stairlift Community Fund gives financial boost to wellbeing projects

Over the past few months our Stairlift Community Fund has supported a number of local organisations and projects in East Ayrshire, each focused on improving the physical and mental health of residents.

Steve Chipchase, Service Manager for Community Occupational Therapy, told us more about the fund and its purpose: “So far we have allocated around £7000 from the fund to a number of groups across East Ayrshire, with a view to improving physical and mental health, reducing social isolation and improving general wellbeing.

“The money will be used to help cover the costs of running regular clubs, such as The Sticky Fingers Club and Above Adventure, as well as one-off events like the Christmas dinners run by Dalmellington Community Association and East Ayrshire Churches Homelessness Action.

“The fund is generated through the Community Rebate in our Stairlift contract and is designed to support groups and organisations with a health and social care focus.”

ADP Conference highlights power of relationships

Our Alcohol and Drugs Partnership (ADP) recently held its annual conference at the Park Hotel in Kilmarnock.

Titled 'Supporting Communities', this year's conference focused on the transformative power of communities and what can be achieved when local areas take a proactive approach to tackling addiction issues.

Proceedings were opened by ADP Chair, Neil Kerr, who introduced Robin McAlpine, Founder and Strategic Director of The Common Weal think tank.

Robin spoke passionately about the power of relationships and a community-based approach in lifting individuals out of addiction: "Relationships work. Scientifically, measurably, realistically...they just do. The younger down you go with a client group the more important relationships become.

"If we start reminding ourselves that health is a community thing...that care is a community thing...and we tackle it through our community, we can turn a lot of things around. We need to make communities powerful so they can tackle these problems."

Attendees also heard from Jo Gibson, EAHSCP Head of Wellbeing and Recovery, who spoke about the GIRFE approach (Getting It Right For Everyone) to supporting those struggling with addiction. Like Robin, Jo also highlighted the importance of building a relationship of trust with the people we're trying to help: "Nobody decides to become an addict. Stuff happens [which leads to] hurt and other responses and lack of choice and, years later, an addiction problem. Nothing happens, nothing works, nothing gets better if we don't trust the people who are helping us."

It was a privilege to hear from representatives of so many recovery support providers, including NHS Addiction Services, We Are With You and Ayrshire Council on Alcohol. Here's to another year of making recovery real and visible in our communities and to breaking down the stigma and other barriers which discourage people from seeking support.

Children's house coffee morning raises funds for cancer charity

Well done to all young people, staff and carers at Montgomery Children's House, which held a successful Macmillan coffee morning at the end of last year.

The fundraising event invited colleagues and friends to enjoy tea, coffee, cake and other home-baked treats in aid of Macmillan Cancer Support.

Heather Wright, House Manager, told us more: "It was a great success! All our young people played their part on the day, making coffees, taking orders and collecting donations. They also did really well discussing and preparing the event.

"Our young people chose baked goods they wanted to make and were supported to make these by our cook, Audrey. Some carers also made items such as scones and tablet which we sold on the morning.

"Audrey was great in supporting the young people and making fresh scones on the morning, and Nicola and Karen (carers) made tablet and fudge in their own time, which we sold on the day. We raised over £120!"

What a fantastic effort! Congratulations to everyone involved in making this event such a 'sweet' success.

Home from Hospital service helps keen painter regain his confidence

We recently received a wonderful good news story from the British Red Cross (BRS), a key delivery partner of the Home from Hospital service.

BRS Lead Community Officer, Stephen Johnson, shared the steps taken by his team to support an elderly gentleman in East Ayrshire following his discharge from Crosshouse Hospital.

The gentleman, "Mr C", suffered with poor mental health and, over recent years, had spent time in Woodland View psychiatric hospital.

Stephen told us more: "Mr C lives alone and gets very lonely and isolated. At times he feels he has no purpose in life, which is affecting his mood and wellbeing.

"Upon our initial Safe and Well call with him, I could hear his mood improving as the call progressed. We discovered he is an artist and a painter and that [this pastime] had been missing from his life since Covid."

To tackle Mr C's feelings of loneliness and isolation, Stephen arranged for him to receive up to 12 weeks of regular befriending calls with their follow-on service and is looking into similar services which can continue this indefinitely.

Mr C also mentioned an art group he once attended and enjoyed. To help him return to this group and rebuild his confidence in getting out and about, Stephen made him aware of the BRS volunteer outreach support service, which would visit his home and transport him to and from the art group, as well as provide support while he was there. Mr C was delighted by this idea and happy for this support to go ahead.

With Mr C's consent, Stephen also contacted social work staff and the local mental health team who have been supporting him, making them aware of the BRS' involvement and to safeguard outreach volunteers who will be working with him. It was also agreed that outreach volunteers will help Mr C to clear out a room in his flat to convert it into an art studio.

Stephen shared some of the fantastic outcomes which have been achieved since the BRS' involvement: "Since joining the follow-on support service, Mr C has taken part in four art classes, three of which we supported him to attend. We are pleased to say that our initial involvement gave him the confidence to attend the fourth class alone, organising his own taxi to get there without our support.

"We also made the organiser of the art group aware of Mr C's situation, meaning they were on-hand to support him once there. This reassured him that he would be safe and looked after if he experienced any problems with his anxiety while there."

Mr C also provided some comments, expressing his gratitude for the life-changing support he had received: "I would not be where I am now without the support of the British Red Cross. [They were] so friendly and gave me faith in believing that someone would genuinely help me. This helped me trust them more and open up to them."

What a fantastic outcome for this gentleman! Many thanks to Stephen and all at the British Red Cross for their kindness and care and for providing The Tea Break with such a wonderfully uplifting success story.

Chief Executive and Board Chair diary key events

Chief Executive's Diary Key Events 6 February 2024 – 26 March 2024	
February	
9	Meeting with Ayrshire Local Authority Chief Executives
9	Meeting with Local MSP
12	Integrated Governance Committee
12	Staff Governance Committee
26	Information Governance Committee
March	
7	Performance Governance Committee
8	Meeting with Ayrshire Local Authority Chief Executives
12/13	Board Chief Executives' meetings
14	East Ayrshire Community Planning Partnership Board
15	North Ayrshire Child and Public Protection Chief Officers Group
15	North Ayrshire Community Planning Partnership Board
20	Audit and Risk Committee
21	West of Scotland Chief Executives Meeting
26	NHS Ayrshire & Arran Board meeting

Chair's Diary Key Events 6 February 2024 – 26 March 2024	
February	
12	Integrated Governance Committee
12	Staff Governance Committee
26	NHS Chairs' Meetings
March	
4	Healthcare Governance Committee
7	Performance Governance Committee
14	East Ayrshire Community Planning Partnership Board
25	NHS Chairs' Meetings
26	NHS Ayrshire & Arran Board meeting

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)20 Updated Guidance on the Implementation of Benefits Assessment under Special Rules in Scotland (BASRiS) Guidance and form for Terminal Illness, for Disability Benefits devolved to Scotland	Nurse Director and Medical Director
CMO(2023)21 Seasonal Influenza: Use Of Antivirals 2023-24	Director of Public Health
CMO(2023)22 Seasonal Flu Adult Programme 2023/24: Inclusion of Poultry and Outbreak Response Workers at Highest Risk in Scotland	Director of Public Health
DL(2023)18	Not yet issued
DL(2023)19	Not yet issued
DL(2023)20	Not yet issued
DL(2023)30 NHS Counter Fraud Strategy	Director of Finance Director of Human Resources
DL(2023)31 International English Language Testing System (IELTS) Certificates – Potential Fraud Risk – Action for Boards	Director of Human Resources
DL(2023)32 NHS Waiting Times Guidance 2023	Chief Executive
DL(2024)01 Extant Guidance on Infection Prevention and Control, Surveillance and Vaccinations for Influenza and Covid-19	Nurse Director
PCA(O)(2023)05 & PCA(P)(2023)45 NHS Pharmacy First Scotland - Updated Guidance and Referral Form for Treatment Of Minor Eye Conditions	Director of East Ayrshire Health and Social Care Partnership
PCA(O)(2023)06 Community Eyecare: Proposed change to submission period for GOS(S)1 eye examination payment claims	Director of East Ayrshire Health and Social Care Partnership
PCA(P)(2023)42 Community Pharmacy Practitioner Champions	Director of Pharmacy
PCA(P)(2023)43 Extension to Serious Shortage Protocol (SSP) for Clarithromycin 125mg-5ml oral suspension – 15 December 2023	Director of Pharmacy
PCA(P)(2023)44 Pharmaceutical Services Guaranteed Minimum Income Adjustment Payment	Director of Pharmacy
PCA(P)(2023)46 Pharmaceutical Services Amendments to the Drug Tariff Part 11 Discount Clawback Scale	Director of Pharmacy

Consultations/Call for evidence or written submission

(In progress or published since last Board briefing)

From	Topic	Response due
Scottish Government	UK wide Consultation – Creating a smokefree generation and tackling youth vaping	06 December 2023 Responded
North Ayrshire Council	Planning Application - Auldlea Road, Beith - 23/00838/PPM	06 December 2023 Responded
Standards Commission Scotland	Draft Strategic Plan 2024-28	15 December 2023 NHS A&A No comment to make
Parliament - Health, Social Care and Sport Committee	Abortion (Safe Access Zones) Bill	20 December 2023 Responded
Parliament - Health, Social Care and Sport Committee	2023 Post Legislative Scrutiny of the Social Care (Self-directed support) (Scotland) Act 2013	12 January 2024 Responded
NHS National Services Scotland	MAP Career Development Framework	02 February 2024
South Ayrshire Council	The Local Outcome Improvement Plan (LOIP)	29 February 2024
Healthcare Improvement Scotland	Gender Identity Healthcare Standards	01 March 2024
Scottish Government	NHSScotland Workforce Policies	08 March 2024
Office for Nuclear Regulation	EDF Energy Nuclear Generation Ltd EIADR Application for Consent for the Hunterston B Site	28 March 2024
Scottish Government	Learning Disabilities, Autism and Neurodivergence Bill	21 April 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.