

Celebrating our success in
2013
2014



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Introduction

The NHS has a cherished place in the affections of our citizens. We have a responsibility, as NHS Borders, to nurture and safeguard that reputation.

There are many examples in this publication of excellence and endeavour by staff across our organisation, from front line doctors and nurses to support staff, technicians and managers.

The NHS doesn't stand still. Demand increases with an ageing population and people rightly expect high levels of service. Developments in pharmacy, technology and life sciences translate into improvements for patients.

Meeting demand and realising the potential for improving services requires hard work, dedication and innovation on the part of all staff. And this publication shows just how much our staff are up for the challenge of delivering safe and high quality care to patients.

It also demonstrates our determination as a Board, and as stewards of this vital public service, to publicly recognise and celebrate the achievements of those who work in the service.

John Raine, Chair

The performance, achievements and successes detailed on the following pages are a credit to the individuals involved, but more important for us as an organisation is what they say about the excellent team work that takes place across NHS Borders.

That teamwork extends further also, into partnership working with other agencies, within the communities in which we deliver our services and to other Health Boards across Scotland.

Looking ahead to 2014-15 we will be calling on the lessons learned from the past year to inform the steps we take as we move forward with the provision of integrated services; always focussed on patient safety as our number one priority.

I would like to congratulate everyone who has been involved in the successes of NHS Borders over the past year and look forward to the challenges that lie ahead.

Calum Campbell, Chief Executive

included the Trustees of Miss Margaret Kerr's Charitable Trust, who's lead donation made the

APRIL 2013

NHS Scotland Event

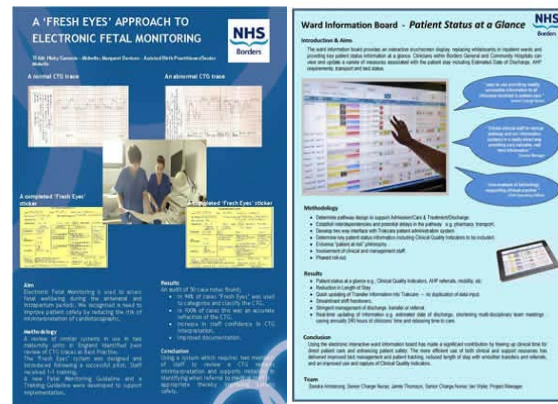
The poster display is a key feature of the annual NHS Scotland event. This year 120 poster abstracts were shortlisted - among them were two from NHS Borders:

The first poster abstract entry was entitled *'Ward Information Board-Patient Status at a Glance'* created by Sandra Armstrong, Jamie Thomson, Kirk Lakie, Mairi Pollock and Ian Wylie.

The second entry for NHS Borders was entitled *'Fresh Eyes System'- Electronic Fetal Monitoring* created by Nicky Gammie and Margaret Davidson. This simple system aids fetal wellbeing during antenatal period. This double checking best practice has helped staff to interpret cardio-tocographs (CTG); giving staff increased confidence in the results which in turn improves patient safety.

These abstracts were developed into posters for display at the NHS Scotland event "Collaborating for Quality" on 11 - 12 June at the SECC in Glasgow.

whole project possible, as well as other generous benefactors from national and local charities and organisations, and representatives from the general public.



Poster Awards

May 2013

The Margaret Kerr Unit Official Opening

May 16 2013 was a very special day for NHS Borders when HRH The Duke of Gloucester officially opened the **Margaret Kerr Unit** at Borders General Hospital. Invited guests

Wardview

Cabinet Secretary for Health and Wellbeing Alex Neil visited BGH to see Wardview in action. BGH were one of the pilot sites of a three year action plan to transform emergency care services for patients across Scotland helping to prevent unnecessary hospital stays and make sure our beds are used effectively.

Wardview is an interactive, co-ordinated electronic view of a Ward's current patient status. It helps facilitate easier bed transfers and estimated date of discharge changes, thus helping reduce the patient's length of stay.



Margaret Kerr Unit

June 2013

With the aim of giving the best possible start for babies in the Borders, NHS Borders' Healthy Living Network held their third annual **'bump to baby'** event at Hawick Leisure Centre in June.

A brand new corporate induction video was launched to introduce new staff to NHS Borders.

Ward 6 Extension was opened. A capital investment creating 8 single patient rooms at Borders General Hospital. This was to address the requirement for a surge capacity unit of isolation beds within the hospital which can be utilized in times of peak demand and where patient isolation measures need to be taken.

July 2013

NHS Borders celebrated the 65th birthday of the NHS on 05 July – BGH marked the event by celebrating the birth of the first baby in our labour suite on the morning of the anniversary!

The first clinics in the newly opened **audiology suite** at BGH were held in July. The new

purpose built suite forms part of a brand new Outpatient Department at the hospital.

August 2013

NHS Borders' Annual Review, held at Scottish Borders College Campus, was a successful event. Comments from attendees included:

"I would be happy to be a patient in NHS Borders – that must be a good sign."

"Lots of positive work but please do not forget carers – they are an integral part of the health care system."

"Great, enjoyed it!"

"Good to hear that person centred care for clients and patients is paramount."

"As an employee I found the presentations very informative and inspiring. I would like to see many more staff here."

NHS Borders joined Skills Development Scotland, Jobcentre Plus, Scottish Borders Council and Borders College to celebrate the trainees who were successful in completing a six week **Train to Care programme**



Train to Care Event – Hannah Buchan with SBC Councillor Sandy Aitchison

The keys to the brand new purpose-built **health centre in Lauder** were handed over to John Raine during August by the Chairman of Hub South East Scotland.



Lauder Health Centre

NHS Borders held an innovative **nursing recruitment event**. Registered nurses and midwives were invited to attend a one stop shop recruitment day at Borders College. The event proved so successful that it is to become a regular fixture in the HR calendar.



Nurse Recruitment Event

September 2013

The first graduation ceremony of the **NHS 'Train to Gain'** programme celebrated the success of the trainees who completed a four week pre-employment administration programme. All candidates attended the NHS Borders corporate induction and completed statutory and mandatory eLearning. With an outstanding 90% completion rate, the course

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programme was welcomed by the participants and successful candidates were rewarded with a guaranteed interview giving them the chance to join the NHS Borders admin bank.

NHS Borders celebrated 499 years of service! A celebratory event for retired employees was held at BGH, bringing together 23 retired members of staff with an average service length of 21 years between them. All staff who had retired from NHS Borders since January 2012 were invited to receive recognition at this event



Retiral Event

Patients and employees from the Adult Mental Health acute admission ward moved back into the **newly refurbished Huntlyburn Ward** on the BGH campus.

The first outpatient clinics in the new **Out Patient Department (OPD)** in the BGH were held on 16 September. The purpose-built OPD provides one easy access department located on the ground floor of the BGH

October 2013

NHS Borders received national recognition at the NHS Education for Scotland eHealth Awards by winning this prestigious award for

“Best use of mobile technology.” The award was presented for the ‘Wardview’ initiative which helps improve the ways in which clinicians work and provides benefits and improvements to patients care.

Our Maternity and Gynaecology departments came together to celebrate **25 years of Border babies being born at BGH** – bringing together staff past and present.

NHS Borders Radio also celebrated 25 years of faithful service: broadcasting from BGH since October 1988!

NHS Occupational Health Service introduced a **mobile clinic**, providing improved support to clients who do not have suitable premises to offer their staff occupational health appointments.

The inaugural **Go Live Dalriada** leadership and development team building day, a joint venture between HMS Dalriada and The Difference (Borders Health Board Endowment Funds) was attended by a team from NHS Borders, including our Chief Executive, Calum Campbell.



Go Live Event Glasgow

Our very own **International Film Award Winner**. Bob Owtram, Student Nurse with NHS Borders collected an award for “Voices” – a film he made about recovery from mental distress.

November 2013

2013 was a fantastic year for NHS Borders at the **Scottish Health Awards**.

Our winners were:

- Jacques Kerr, BGH - Doctor Award
- Lillian Irvine – Smoking Cessation Team
- Critical Care Outreach Team – BGH

These awards are dedicated to the extraordinary people on the front line of Scottish health care, and we congratulate all of our nominees, finalists and of course the proud winners!



Scottish Health Awards Winners 2013

Bernie McNally, Community Mental Health Nurse was officially named runner up for his poster ‘Earlier the Better’ at the **Institute of Healthcare Management Conference**.

The Multidisciplinary Electroconvulsive Therapy (ECT) Team at BGH received the **Scottish Accreditation Network award for Quality Improvement**.

December 2013

Healthy Working Lives Silver awards winners. Eleven organisations from across the Borders, including NHS Borders, picked up top awards for their efforts to boost health, safety, and wellbeing in the workplace.

Gala Day Unit set up the first “**Men’s Shed**” in the Borders – a pioneering project targeting harder to reach members of society.

national level) who would receive additional focused central support to develop improvement work. Scottish Borders identified and successfully bid to establish three ‘Pioneer sites’ to tackle issues of:

- Smoking cessation in pregnancy
- Transition and sharing of information between health visitors and nurseries
- Improving family engagement in the development of the Langlee Early Years Centre

Scottish Borders has taken a key role in establishing and creating the National training pack and presenting and delivering on improvement work at regional and national events.

January 2014

NHS Borders became the latest Health Board to promote the new **Scottish Health Research Register (SHARE)** at an event in BGH on 21 January.

The Scottish Borders **Early Years Assessment Team** celebrated success at the RCM Annual Midwifery Awards. NHS Borders midwife Rebecca Wade and SBC’s Linda Davidson, in collaboration with the team, won the Partnership Working category at an awards ceremony in London. And this was not their first time in the spotlight as the team had already received national recognition for being shortlisted for their contribution to services to women and children at the Scottish Health Awards in 2013.

In January 2014 the Scottish Government requested nominations for ‘Pioneer sites’ within the **Early Years Collaborative** (a multi agency quality improvement programme delivered at a

February 2014

The Borders Alcohol and Drugs Partnership (ADP) awarded contracts to three organisations to deliver the future service model, developed following an ADP investment review.

NHS Borders received news that we were set to become accredited with the UNICEF Stage 3 Baby Friendly Initiative (BFI) for Hospital and Community.



BFI Accreditation- Calum Campbell, Rachael Marples

NHS Borders' internet site began an upgrade in February 2014 and this was launched successfully on time and on budget in May. The new website features an enhanced local services directory, social media integration and range of video clips presenting key campaign messages about health services in the Scottish Borders.

www.nhsborders.scot.nhs.uk

March 2014

NHS Borders 'Celebrating Excellence' Staff Award nominations were launched, with nine categories reflecting recognition and appreciation for the hard-work, dedication and commitment to providing excellent services demonstrated by our staff, students and volunteers. The very successful first ever 'Celebrating Excellence Awards' Ceremony took place in April 2014 at Springwood Park in Kelso.



Celebrating Excellence Awards – Special Care Baby Unit Nursing Team

Huntlyburn Ward was highly commended in the '**Practice Excellent Award 2014**' for implementing 'Star Wards'. This was presented at the Celebrating Mental Health Nursing in Scotland National Conference at Murrayfield Stadium in Edinburgh.

Star Wards is a national charity network for mental health inpatient services, where promotion of 75 practical, low-cost and easy to implement ideas act as a catalyst for change through inspiring, collecting and disseminating best practice in patient care.

CHKS Award

In May 2014 NHS Borders was named as one of the CHKS 40Top Hospitals for 2014, an accolade awarded to the 40 top performing CHKS client trusts and boards. The 40Top award is one of several awards that are part of the CHKSTop Hospitals programme.

As well as national awards for patient safety, quality of care and data quality, CHKS celebrates excellence amongst its 400 clients across the UK. The 40Top award is based on the evaluation of 22 key performance indicators covering safety, clinical effectiveness, health outcomes, efficiency, patient experience and quality of care.

John Raine, NHS Borders Chair who received the award on behalf of the staff said: "This is a tremendous and well deserved achievement for NHS Borders. To be highlighted as one the 40 Top trusts and boards in the UK is outstanding."

He added: "receiving national recognition through this award programme should give reassurance to patients and staff that NHS Borders is amongst the highest performers in the UK when it comes to data quality, safety and care."



CHKS Award – NHS Borders staff with Alex Neil

And there's more.....

Our work doesn't stop here. Here is a snapshot of other areas of innovation and upcoming work.

Successful bids from Scottish Government Health Inequalities Funding are helping to drive forward the following pieces of work:

Technological advances making a difference in the lives of people with learning disabilities:

iMUSE (interactive multi sensory environment) and Intensive Interaction project is making a difference in the lives of people with Profound and Multiple Learning Disabilities (PMLD) through using communication approaches that support choice, independence, rights and equality. The project seeks to work across services, enabling a joined up approach to communication and access to training and use of iMUSE. The Borders is the first region in Scotland to be using this technology. Both communication approaches are also effective with individuals who have dementia and children with Profound and Multiple Learning Disabilities (PMLD).

A Healthier Me is a project working with adults with a learning disability in the Borders to develop a proactive weight management pathway designed to implement changes in lifestyle. This is a joint project with Scottish Borders Learning Disability Service and the Joint Health Improvement Team. The partnership approach will ensure that health improvement practice can be embedded within the services that people use routinely and can be sustained.

Partnership working with Police Scotland Safer Communities Team to develop the following:

Disability Hate Crime – KEEP SAFE

Keep Safe is a Scottish Borders initiative being developed in partnership with local communities to provide safe places for vulnerable people who experience disability hate crime. The first phase of this pilot in September 2014 will help raise awareness and increase reports of disability hate crime.

SHARE

The **Sexual Health and Relationships, Education** programme is being delivered to adults and children in transition who have learning disabilities. This enables individuals to have more confidence in making informed choices about friendships, relationships and keeping themselves safe. The programme is being delivered by Borders Sexual Health, Community Police and members of the Learning Disability Service.

Ground breaking new transatlantic partnership

Lessons learned from managing large volumes of people through airports and supermarkets are to be applied in Forth Valley to lessen the

peaks and troughs in patient demand, which can leave hospitals quieter at some periods and struggling to cope at others. Forth Valley is bringing together a local team to work with colleagues from the Institute of Healthcare Optimisation in Boston to explore how their experience could help further improve design and delivery of services. After Forth Valley the system is planned to be piloted in NHS Greater Glasgow and Clyde, NHS Tayside and **NHS Borders**.

Last spring the first individual moved into a flat in the new **Rehabilitation Service Supported Accommodation Project** in Galashiels.

The project is the result of a numbers of years hard work and planning, to meet the needs of Rehabilitation Team service users who have severe and enduring mental health problems and associated complex needs. These are people who, for whatever reason, have been unable to manage in their own tenancies. The service, which is operated in partnership with CarrGomm (a non profit charity), comprises five core flats and a staff base located in central Galashiels, and a further eleven "cluster" flats throughout the town.

To date they have supported eight individuals in the project, with a further six individuals in the process of preparing to move into tenancies and even more awaiting assessment. It is envisaged that the project will be fully operational in the very near future. Feedback been very positive on the whole, with service users telling us how much they appreciate having a place of their own and the support of staff to assist them; not only with day to day needs, but in meeting much wider aspirations.

Patient Feedback

Some of the positive feedback NHS Borders received from patients over the last year included the following comments:

"At all times I was treated in a friendly, yet professional manner. I was informed of the likely timetable for my procedure and advised regarding post operative care. I found the facilities and the atmosphere in all areas of the hospital to be excellent."

"Although I was only with you for 2 days, I was able to observe and experience the kind of treatment one could only wish to see over the whole NHS. I was escorted to and aided in 2 daily showers by nursing staff..... I observed how much patience and kindness was afforded to the elderly patients by all staff members."

"I found the professionalism of the staff in Ward 8 and Theatre 3 to be of the highest standard. I also commend the way the department is run, in a quiet and relaxed manner, which I found most reassuring in what is a stressful situation."

"I have nothing but praise for the staff of Ward 9, especially the night staff, who discharged their duties so pleasantly, and without a grumble, and they were extremely busy."

Performance

During 2013/14, NHS Borders performed strongly in the following areas:

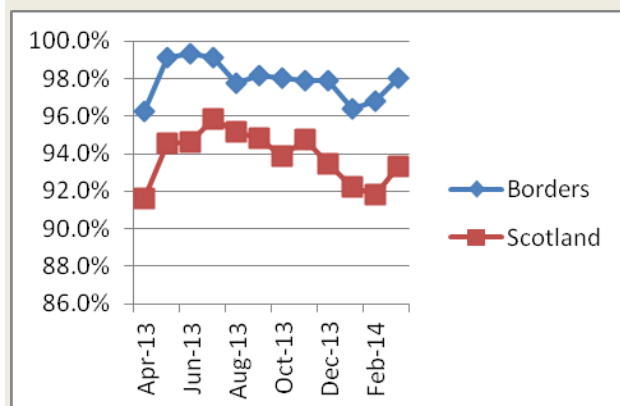
People are living longer

Life expectancy is increasing and NHS Borders has the highest life expectancy at birth rate in Scotland for females and the second highest for males (*General Register Office Scotland 2010-12*).

Life Expectancy at Birth in Scotland 2010-2012

	Male	Female
Scottish Borders	78.7	82.0
% Change over 10 years	4.4	2.0

Hospital Standardised Mortality Ratio shows NHS Borders to be consistently performing above the average in Scotland (*ISD data mart*)



Stroke Delivery

NHS Borders stroke team have been concentrating on the delivery of the stroke care bundle; swallow screen assessment, CT scan, aspirin administration and admission to BGH stroke unit. Whilst no government target was set for 2013/14, NHS Borders have provided trajectories which will see 90% of patients with provisional diagnosis of stroke receiving all elements of the bundle by December 2014.

Enhanced Recovery after Surgery (ERAS)

The national Musculoskeletal audit for 2013 showed that NHS Borders had the shortest length of hospital stay in Scotland (over 80% of patients had a post operative length of stay under 5 days).

NHS Borders has reduced the number of hip fractures every year for the past 4 years, bucking the national trend, due in main to the highly effective **Fracture Liaison and Osteoporosis Service**.

Cancer Targets

NHS Borders has met or exceeded the 31 day target for decision to treat over the past year, and has met the target for 8 months out of 12 for beginning cancer treatment within 62 days. A small number of cases took us below the 96% target for the other 4 months of the year.

Waiting Times

Providing treatment as quickly as possible is a key priority for NHS Borders, as we know this is one of the most important factors for patients and their families. This is always a challenge, however thanks to the efforts of all our staff, the majority of patients who attended our **emergency department** over the past year were seen and treated within 4 hours.

Currently NHS Borders is performing well against the 90% target for **referral to treatment** time for admitted and non admitted pathways, with performance ranging from 87% to 93% over the year.

Waits for **Child and Adolescent Mental Health** appointments have been consistently under the 18 week target in 2013/14. This has been achieved by the implementation of improvements to systems, processes and ways of working more efficiently to meet the needs of children and young people in the Borders with

mental health and neuro-developmental problems.

The target of 90% of all **alcohol/drug referrals** into treatment within three weeks is being consistently achieved by NHS Borders.

Breast Feeding

The target of 33% for exclusive breast feeding rate at baby's 6-8 week check was exceeded by NHS Borders in 2013/14 from October onwards. NHS Borders achieved full accreditation with the UNICEF Stage 3 Baby Friendly Initiative in February 2014.

Alpha Improvement Zone

With patient safety as its number one priority Borders General Hospital has launched a Patient Safety Hub within its Emergency Department (ED). This initiative was started by the hospital's ED Consultant, Mr Jacques Kerr, and meets every week to improve patient care and safety throughout the organisation. The hub is regularly attended by senior management and senior clinicians but is open to anyone involved in healthcare and all are welcome to attend.

In the twelve months since its inception, the 'Alpha Zone' has made huge strides in improving patient care across the region. One example of these relates to how patients with a fractured hip are managed on arrival in the Emergency Department. Over the last few months, care of this group of patients has improved dramatically by introducing a 'bundle'

of interventions that ensures hip fracture patients have a standardised approach to their management so that all their needs are catered for within one hour of attendance. We have also succeeded in streamlining the different patient 'flow' groups through the ED so that patients with minor injuries have to wait less time to be seen by a nurse practitioner or doctor.

Alpha is continuing to grow in strength and will keep on striving for safe, effective and person-centred care.

Scottish Workforce Information – NHS Borders' compliance with recording reviews of permanent staff is the highest in Scotland. The Scottish average rate is 58% and NHS Borders achieved 86.2% in 2013/14.