

**Borders NHS Board**



**NHS BORDERS 'CELEBRATING OUR SUCCESS IN 2015/16'**

**Aim**

This paper aims to provide the Board with the 'Celebrating Our Success in 2015/16' report which has been produced to highlight achievements within NHS Borders over the year.

**Background'**

This annual report demonstrates NHS Borders achievements over the past year using a month by month approach. There are examples of success stories in all areas from primary care, to mental health, learning difficulties and acute services. The report illustrates the breadth of activity that is undertaken across NHS Borders by the example of these dedicated teams and individuals. Patient Feedback is included to highlight some of the care, compassion, dignity and respect that is shown by individuals and teams across the organisation. The report also includes performance information on a range of HEAT standards, the Single Outcome Agreement and Corporate Objectives for 2015/16.

**Summary**

NHS Borders recognises the hard work and dedication of staff across all services and by providing the Board with this report gives oversight of good new stories throughout 2015/16.

**Recommendation**

The Board is asked to **note** the 'Celebrating Our Success in 2015/16 report.

<b>Policy/Strategy Implications</b>	This report gives an annual oversight into specific achievements
<b>Consultation</b>	Areas of success have been consulted with senior managers, Communications Team, Chief Executive and Chairman
<b>Consultation with Professional Committees</b>	N/A
<b>Risk Assessment</b>	This report is not expected to have any adverse implications
<b>Compliance with Board Policy requirements on Equality and Diversity</b>	Please see attached Impact Equality Assessment Scoping Template
<b>Resource/Staffing Implications</b>	No additional impacts to existing corporate activity

**Approved by**

<b>Name</b>	<b>Designation</b>	<b>Name</b>	<b>Designation</b>
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**Celebrating  
Our Success  
2015/16**

**Celebrating the best in  
healthcare in the Scottish  
Borders**

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# Introduction

It is a pleasure to introduce this 'Celebrating Our Success' report for 2015/16, which showcases once again a selection of the achievements by employees from across our organisation who go the extra mile, every day, to care for the people of the Borders.

The contribution of every one of our staff in NHS Borders is greatly valued as we all work together to provide good, safe care for patients. Our values remain constant - care and compassion for our patients, carers and families, and dignity and respect for each other.

Last year we talked to you about our plans to engage with as many people as possible to ask one simple question; What matters to you?

The main purpose of this exercise was to give the Borders public an opportunity to tell us what was important to them to help us shape future services and give consideration to future priorities. It also gave our Board the opportunity to listen to peoples' experiences of the care they have received in the past and how they would like to receive care in the future.

The pride that people feel in the NHS was evident throughout, with people feeling comfortable knowing that services are accessible, and provided by kind and caring professionals. We did of course hear some examples of when we could have done things better, and would like to reassure you that, as a learning organisation, we share and act upon this feedback to keep making improvements.

We would like to thank everyone who took part in our conversation, a full summary of which can be found in the June 2016 board papers section of the NHS Borders website.

As we move forward our focus remains firmly on the provision of safe, effective, person centred health and social care services, which enable people to live healthier lives at home or in homely settings. The information gathered during the engagement exercise will help inform the planning and delivery of these services.

We are always keen to hear from you, so please get in touch at [bordershb@borders.scot.nhs.uk](mailto:bordershb@borders.scot.nhs.uk)



*Jane Davidson*  
*Chief Executive*



*John Raine*  
*Chairman*

## Month by month Success Stories

Over the year 2015/16 NHS Borders has had a wealth of success stories across the organisation. The following section of the report details examples of success stories in all areas from primary care, to mental health, learning difficulties and acute services. The report illustrates the breadth of activity that is undertaken across the organisation by these dedicated teams and individuals.

### April 2015

NHS Borders was the first Scottish territorial Health Board to be recognised for its commitment to supporting employees who are carers and was awarded the **Scottish Government's 'Carer Positive' Engaged kitemark**. John Raine accepted the award on 14 April 2015, on behalf of the Board.

We demonstrated we are an employer who provides a working environment where carers are valued and supported. We provide a range of work-life balance policies and proactive support for people who are carers. This includes flexible working schemes and special leave policies as well as practical support through the occupational health service and links to voluntary sector support.



*Sue McLintock, Senior Policy Officer, Carers Scotland is pictured with NHS Borders Janice Laing (Operational Lead, Training and Professional Development), John Raine (Chairman), John McLaren (Employee Director) and Ailsa Paterson (HR Team Manager).*

### May 2015

#### Celebrating Excellence Awards 2015

Springwood Park was the venue for the second NHS Borders staff awards event on 02 May 2015. Fittingly entitled 'Celebrating Excellence', the evening, which was hosted by Radio Borders Drive Time presenter Iain Waugh, was a celebration of dedication, clinical excellence and person-centred care.

And the winners were:

**The Chairman's Award 2015** went to the **Margaret Kerr Unit and Specialist Palliative Care Team** to recognise their outstanding contribution to the organisation, for upholding NHS Borders' values and for demonstrating true excellence.



*Margaret Kerr Unit Staff and Specialist Palliative Care Team*

**The Clinical Excellence Award** was presented to **East Brigs** as the first ward in NHS Borders to undertake innovative small tests of change to improve their work in risk assessment and safety planning as part of the Patient Safety Programme. The team worked extremely hard to ensure that patients feel safe in the ward and that any risk of harm are reduced whilst involving them in their care and making sure it is person-centred.

**The Person Centred Care award** recognises an individual or team who deliver high quality care while being responsive to individual needs and preferences. They are open and honest with service users and treat everyone with care, compassion, dignity and respect. The winners, the **Community Children's Nursing Team** provide care for children at home and in their wider community. They provide a wide range of care options related to each child's individual needs and provide a service that covers children with life-threatening or terminal conditions,

complex healthcare needs, acute illnesses/ conditions and chronic conditions.

The **Innovation and Improvement award** recognises an individual or team who has implemented changes, through inspired, creative or original thinking, which have improved the experience of patients, families and carers, or colleagues. The winning **Borders Emergency Care Service (BECS)** have consistently sought creative solutions to the current challenges of delivering a high quality, safe unscheduled care service and has identified short and long term solutions, redesigning the service to create a sustainable model for the future.



*Borders Emergency Care Service Staff*

The **Behind the scenes: Clinical award** recognises an individual or team who may be out of the limelight but who provide invaluable support to frontline services or colleagues in other teams. As **Director of Medical Education, Dr Roddy Campbell** has overseen improvements in the facilities, support and educational provision available to medical students and foundation doctors here in NHS Borders. He has managed the creation of the only dedicated medical education facility in NHS Borders – the Archie Cochrane Medical Education Room in the Library. All his efforts have made a significant positive impact on the experience of medical students and doctors in training in NHS Borders.

The **Behind the scenes: Non clinical award** recognises a non-clinical individual or team who may be out of the limelight but who provide invaluable support to frontline services or colleagues in other teams. The winner, **Grant Laidlaw**, is NHS Borders **Commissioning Project Manager** who has set up a referral redirection process and in doing so provides invaluable advice, guidance and support to

Patients, GPs, Consultants and other providers on the services that NHS Borders provides. The impact of Grant's work has shown a significant reduction in the number of non-tertiary referrals being sent to other providers, ultimately ensuring that services in the Borders remain sustainable for the Borders population.

The **Improving Health Award** recognises an individual or team who has made a real contribution to improving the health of colleagues or members of the wider public, or is helping people take control of their own health. The winning **Community Food Workers team** is made up of four Community Food Workers who develop and deliver a range of practical food based initiatives to promote the importance of healthy eating. The sessions delivered support families by enabling them to make positive choices and make sense of the vast array of food advice and dietary recommendations in a fun and non threatening way. They help promote a healthy lifestyle & support schools to deliver health and wellbeing in a hands on practical way.



*Community Food Workers Team*

Our **Rising Star**, Marie Morrison is an individual who in the course of her studies or work placement has shown impressive dedication and commitment to furthering themselves and supporting the work of NHS Borders. **Marie Morrison** is a mental health student with the Open University and was based at East Brigs. She has shown herself to be dedicated and committed to her nursing studies. She goes above and beyond what is expected of a student nurse and as well as working all the hours allocated in her course, she has arranged days in addition to shadow other members of the multidisciplinary team to gain insight into their role and how the different disciplines mesh.

The **Leading by Example award** recognises an individual who has demonstrated excellent leadership skills by showing genuine concern for others, mentoring or supporting and enabling the development of people and services and inspiring and motivating others to be the best they can be. The winner **Linda Grey** has worked in NHS Borders for over 22 years. Linda has consistently surpassed expectations in her pursuit of professional excellence, she has modelled exemplary leadership, and she strives to improve the experience of patients, colleagues and students. Linda's calm and compassionate manner ensure staff feel at ease and valued as she organises the busy Physiotherapy work environment with grace and skill, while also meeting her day-to-day responsibilities.

The **Partnership Working award** recognises an individual or team who has exemplified partnership working to ensure service development or improvement. In 2012 **Dr Olive Herlihy** collaborated with Medical Education leads in NHS Lothian & NHS Fife to **pilot a standardised induction programme**. In August 2014 the programme was rolled out across NHS Borders, NHS Lothian & NHS Fife for Foundation Year 1 doctors in the form of the South East Scotland Virtual Induction Passport. Dr Herlihy is overseeing the roll out of this innovative partnership to all doctors in NHS Borders, including locums, from August 2015, which will result in a consistent, efficient & safe induction that benefits everyone but ultimately the patients.

Reflecting on the success of the evening, Chairman of NHS Borders, John Raine said "This night was a very special night for NHS Borders, our staff, partners, volunteers and invited guests. All of the finalists and winners were so very proud and indeed humbled to have been nominated and recognised for what they consider to be simply doing their job. "I would like to take this opportunity to thank everyone who nominated and contributed to making the evening such a success. This was the second Celebrating Excellence Awards and it is now firmly embedded in NHS Borders annual calendar of events, and I am already looking forward to next year."

### **NHS Borders named as one of the CHKS 40 Top Hospitals for the second year running -**

As well as national awards for patient safety, quality of care and data quality, CHKS celebrates excellence amongst its clients across the UK. The Top Hospitals award is based on the evaluation of over 20 key performance indicators covering safety, clinical effectiveness, health outcomes, efficiency, patient experience and quality of care.

John Raine, NHS Borders Chair said "This is a tremendous and well deserved achievement for NHS Borders. To be highlighted as one of the 40 top Trusts and Boards in the UK for a second year running is outstanding." He added, "Achieving 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. The commitment from our staff makes achievements like these possible and we are very proud to be part of this award programme." Representatives from NHS Borders were at the ceremony in London on 19<sup>th</sup> May, picking up the award on behalf of the Board. Jason Harries, Managing Director, CHKS said "These awards recognise outstanding performance in those areas which we believe are critical to delivering good patient care. We are delighted that NHS Borders is one of our Top Hospitals 2015."



*Pictured left to right: Jonathan Scully, NHS Borders Senior IT Manager, Meriel Smith, NHS Borders Planning & Performance Officer, Jason Harries, Managing Director for CHKS, Jackie Brand, NHS Borders A&E Charge Nurse, and Dr Janet Bennison, NHS Borders DME Consultant*



## June 2015

The annual **NHS Scotland Event** in Glasgow took place in June and **6 posters** from NHS Borders were shortlisted:

*Eliminating avoidable pressure ulcers*, led by Kim Smith, NHS Borders Practice Development Lead for Training & Professional Development

*Quality Dashboards drive Improvement*, by Justin Wilson, NHS Borders Clinical Information Co-ordinator

*The Evolution of a Primary Care Out-of-Hours Service using Quality Improvement Methodology*, led by Dr Craig Wheelans, NHS Borders Associate Medical Director

*Real-Time Feedback System using patient feedback volunteers*, led by Susan Hogg, Public Involvement Officer

*Senior Charge Nurse Supervisory Pilot*, led by Kim Smith, NHS Borders Practice Development Lead for Training & Professional Development

*Increasing the Reach of Healthy Start in Langlee*, led by Aileen McCraw, NHS Borders and Scottish Borders Council Advanced Health Improvement Practitioner and Lesley Robertson, Langlee Early Years Centre

We had no winners, but very well done for the above submissions which were shortlisted from a very large entry this year.

At the end of June 2015, John Raine, Chairman of NHS Borders, was delighted to announce the successful appointment of our **new Chief Executive, Jane Davidson**. Jane has worked with NHS Borders in several roles over the past few years and her appointment was welcomed by the whole Board.



*Jane Davidson, new Chief Executive, NHS Borders*

## July 2015

**Special Care Baby Unit takes its first steps as local Sainsbury's stores charity of the year.** Sainsbury's staff and customers in Kelso and Selkirk voted the Special Care Baby Unit (SCBU) at the Borders General Hospital as their Charity of the Year. The exciting fundraising partnership was launched in the Kelso store on Friday 31<sup>st</sup> July with a two day bag packing and engagement event.

With the money raised over 12 months SCBU hope to buy some phototherapy equipment to assist in the treatment of jaundice and also some specialist recliners to encourage parents to have prolonged physical contact with their baby which is crucial for bonding.



*Morven Patterson, Fundraising Officer; Carol, Sainsbury's employee, Karen Nairn, Fundraising Manager; Michael, Sainsbury's employee*

**'Train to Care' participants celebrate success.** Representatives from NHS Borders, Borders College Skills Development Scotland and Jobcentre Plus came together to celebrate the nine trainees who were successful in completing the six week 'Train to Care' programme as part of the NHS Borders Sector Based Work Academy.

Train to Care provides opportunities to help unemployed people in the Borders gain work within the Health and Social care sector. The programme focuses on skills development and helps to build a better understanding and insight into working in the health and social care sector.

During the course of the six week programme, two participants secured full time employment,

one obtained a further education placement and the remaining six completed the programme.



*Back Row (left to right); Mike Niven (Borders College), Greig Forrest (Borders College), June McCredie, (Borders College), Janice Laing (NHS Borders Operational Lead for Training & Professional Development), June Smyth (NHS Borders Director of Workforce & Planning), Sharon Dickie, Cara Johnston and Becca Geddes.*

*Front Row (left to right); Sophie Grieve, Kayleigh Millan, Samantha Knight, Celia Barradas, Isobel Robb and Kelly Nevins*

## August 2015

**New Early Years Centre opens in Philiphaugh, Selkirk.** An innovative model of integrated early years' service provision has been opened by Scottish Borders Council (SBC) and NHS Borders in Philiphaugh, Selkirk.

Like the Langlee Early Years Centre, which opened in 2014, the Philiphaugh Centre offers a range of drop-in facilities, family activities and programmes for parents and children aged 9 months to 8 years from the Selkirk area.

The services that will be available include early learning and childcare, midwifery, family support, home school link, health improvement, financial help in the early years, family learning, health visiting and school nursing. Volunteering and training opportunities will also be offered.

**Primary children support Melburn Lodge in Community Art Project.** Primary 6 children from Melrose Primary School visited Melburn Lodge to present handmade art work to complement the 1960's themed sitting room within the ward. The children produced collages and books relating to music, lifestyle and fashion to enhance the patient environment at Melburn Lodge. The art work supports patients, carers and staff on the ward by providing a lively and bright focus for discussion. This community art

project is one of the many pieces of work happening locally to support the Scottish Government Dementia Strategy.

## September 2015

**Mr. Jamie Hepburn, Minister for Sport, Health Improvement & Mental Health visited Melburn Lodge** – one of NHS Borders adult mental health wards. This visit gave staff the opportunity to share local initiatives and best practice that have been introduced to improve support and care and treatment for people living with dementia. Mr. Hepburn said, "The Scottish Government is committed to driving up standards of care in specialist mental health dementia settings. There's a lot of excellent work going on around the country and Melburn Lodge is a good example of that."



*Jamie Hepburn, Minister for Sport, Health Improvement & Mental Health with Christine Proudfoot, Senior Charge Nurse and David Thomson, Associate Director of Nursing*

**NHS Borders Annual Review** was held on the 17<sup>th</sup> September 2015. During the morning session, around 20 staff joined members of the Board for the second 'Ask the Board Live' forum in the Tryst. The audience had a chance to ask questions directly to members of the Board and again it proved to be a highly interactive and informative event.

The afternoon session was introduced by the Chairman of the Board, John Raine, and gave both members of the public and staff the opportunity to hear how NHS Borders is performing. Medical Director Sheena MacDonald then told the story of the Scott Family, a fictional family from Hawick, which describes how people use our services now and how health services

could be delivered in the future to ensure that we best meet the needs of the people of the Borders. This was followed by an interactive question and answer session which allowed the audience to ask questions and tell us what matters to them.

## October 2015

**NHS Borders' Small Changes, Big Difference campaign** received national recognition by achieving a 'highly commended' award at the E Health Insider (EHI) 2015 Awards for "Best use of social media to deliver a health campaign". Small Changes Big Difference was launched on 30th October 2014 and has been encouraging people and businesses across the Borders to make small changes in their life and work practice that will make a big difference to their health and wellbeing.

**Pippa Walls, 'Small Changes, Big Difference' Campaign Lead** at NHS Borders said: "I am delighted that this ambitious campaign has been awarded with this accolade. It is great recognition for everyone who has supported the campaign. Thank you from the team who had a small idea and have a big ambition to get people talking and actively improving health and wellbeing in the Scottish Borders."

**Karen Hamilton, Non Executive Director at NHS Borders** said: "This is a tremendous and well deserved achievement for NHS Borders. The commitment from our staff makes achievements like these possible and we are very proud to be part of this event."



Karen Hamilton, Non Executive Director, NHS Borders, Pippa Walls, Small Changes Big Difference lead and Alex

*Petrie from Dog Digital at the Awards Ceremony on 1<sup>st</sup> October*

**Global Alcohol Policy Conference** - The Alcohol and Drugs Partnership Support Team had a poster presentation accepted for the Global Alcohol Policy Conference in Edinburgh. Titled 'Local Experience of Implementing National Licensing Policy' the poster acknowledged the multi-agency work undertaken to reduce alcohol related harm in Borders. Spending the day in the company of leading global and local experts in this field was inspiring and it was a success to have the team's local work recognised on the international stage.

**Falls Prevention Event a huge success!** The Cheviot Community Healthcare Team (CCHT) celebrated National Older People's Day on 1<sup>st</sup> October by holding a falls awareness event at Sainsbury Supermarket in Kelso. Many people came along to receive information from the team who were on hand. They had the opportunity to have a mini balance assessment to identify their own fall risks, whilst getting advice on minimizing falls and maintaining a healthy, independent life.

Gillian Mitchell, Physiotherapist at NHS Borders said: "This event enabled us to highlight the range of simple things that older people can do to stay steady and reduce the risks of a falls and injuries from falls, to those living in the Cheviot locality."



Cheviot Community Healthcare Team

## November 2015

**Congratulations were in order for Scottish Health Award Winners in 2015 from NHS Borders** – these were Melburn Lodge who picked up two prestigious accolades, which is very rare indeed: Top Team Award and Care for

Mental Health Award – a fantastic achievement! This year ward staff have worked hard to achieve a 70% reduction in incidents of violence and aggression, a 50% reduction in falls and shorter hospital stays for patients. They have also undertaken a range of therapies and events to increase community involvement and provide meaningful activity for people.



*A selection of the Melburn Lodge Team on the Awards Night*

**Dr Fiona Hawke, Superintendent Radiographer, received the Therapist Award.** She has, through her own enthusiasm for further education and research, redesigned the radiology service in the Borders and has encouraged other members of staff to develop their own careers.

She leads the Flying Start Scotland programme for radiology, which encourages newly-qualified staff to undertake research as part of their continuing professional development.



*Dr Fiona Hawke with her Therapist Award*

The Local Area Co-ordination Team Scottish Borders Learning Disability Service were also finalists for the Healthier Lifestyle Award.

**John Raine, Chair of NHS Borders** said: “Every year the Scottish Health Awards reflect the great work and innovation that goes on throughout Scotland. Our finalists highlight NHS Borders contribution to this and I am overjoyed by this announcement of this year’s winners.”

NHS Borders were successful in winning a **Scottish Bereavement Care Award.** The funding was awarded by the Stillbirth and Neonatal Death Society (Sands) with the aim of supporting improvements in bereavement care provided to families who experience the death of a baby during pregnancy, birth or the postnatal period in Scotland.

Following the launch of the Awards at the 2015 Stillbirth and Bereavement Care conference in Edinburgh in June, the adjudicating panel awarded £5000 each to three health boards in Scotland; Greater Glasgow and Clyde, Shetland, and Borders.

**Susie McFadzen, Midwife at NHS Borders** said: “We are delighted that our application has been successful in order to improve our service”.

She added: “It is vital that every parent receives the best possible care following the loss of their baby. This award will give us the opportunity to receive additional training in bereavement care and counseling”.

**Over 400 years of service was celebrated** at the NHS Borders retirement event on 17 November 2015. This was held at the Victoria Hall in Selkirk where afternoon tea was served and many retired employees caught up with old colleagues while listening to music from the Back Row Band and looking over old photo albums provided by the Exhibition of Peel Hospital.

**NHS Borders congratulates Train to Gain graduates.** On Friday 20 November 2015, NHS Borders joined Borders College, Skills Development Scotland and Jobcentre Plus to celebrate the trainees who were successful in completing a four week Train to Gain

administration programme as part of the NHS Borders Sector Based Work Academy. Train to Gain provides opportunities to help unemployed people in the Borders gain work within the Health sector by helping the participants to develop skills and build a better understanding and insight into working in the health sector.



*Representatives from Borders College, NHS Borders and the Train to Gain trainees*

## December 2015

**Catering for Life** participants from NHS Borders, Borders College and Jobcentre Plus came together on 3<sup>rd</sup> December to celebrate the success of 10 trainees who completed the 10 week programme. The programme helps unemployed people in the Borders with mild and moderate health conditions and disabilities work towards securing and sustaining employment.

**June Smyth, Director of Workforce and Planning** for NHS Borders said: "I would like to convey my congratulations to the trainees on their commitment and drive in successfully completing the programme. I would also like to thank our partner agencies for working together to make employment programmes a valuable experience for unemployed people."

**A parenting support improvement project** in Teviot and Liddesdale completed its developmental phase this month. This project had been running from April 2015, with the Health Visiting team working with Health Improvement to develop an innovative toolkit to support parents with new babies. The project also had the active involvement of a local community midwife and a specialist in infant mental health.

The project grew out of the recognition that early relationships are singularly important for healthy child development. Through a series of small tests of change, practitioners developed a toolkit that assisted them in their work with families. The toolkit helps practitioners identify key strengths in how parents and carers relate to their baby and issues that could be challenging for the family. This helps guide the practitioner in determining how best to support the family. The toolkit is going to be used by other Health Visiting teams in other parts of Borders and adapted for use in antenatal work.

## January 2016

**NHS Borders is awarded Health Foundation Grant** – A team from NHS Borders was selected by the Health Foundation, an independent health care charity, to be part of its £1.5 million innovation programme, 'Innovating for Improvement'.

The second round of the Innovating for Improvement programme is supporting twenty-one health care projects in the UK with the aim of improving health care delivery and/or the way people manage their own health care by testing and developing innovative ideas and approaches and putting them into practice.

The initiative from NHS Borders aims to develop SAFER, a safe assessment form to evaluate ante-natal risks at as early a stage as possible in pregnancy, making the care NHS Borders provide even safer for expecting mothers.

The team will be led by Dr Brian Magowan, Consultant Obstetrician and Gynaecologist for NHS Borders.

**Gill Lunn, Maternity Patient Safety Champion for NHS Borders** said: "Pregnant women want to have a healthy baby and we want to make the process as safe as possible. We aim to introduce the SAFER tool with every expecting mother at their booking clinic at 8 – 10 weeks pregnant. This will help provide the safest possible outcomes for both mother and child.

## February 2016

2<sup>nd</sup> February marked the **1<sup>st</sup> anniversary of the Charity for Care shop in Kelso**. In its first year of trading they have smashed their donation target for the Margaret Kerr Unit and Palliative Care fund. Their latest donation brings their tally to over £60,000 which has surprised no one more than the shop's founder, Eilean Hogarth.

Eilean said: "When I started all this I thought if we could raise £15,000 for the Margaret Kerr Unit in the first year that would be very good, I would be pleased with that. To think we have raised four times that amount is beyond anything I could have hoped for."



*Volunteers at the Charity for Care shop in Kelso celebrate its first anniversary*

## March 2016

Throughout the year NHS Borders ran 5 **Bump to Baby** events across the region with a range of partnership organisations. Bump to Baby events provide a fun, one stop shop for mums to be, and families with babies up to six months of age to access a range of information at a more leisurely pace about a variety of topics related to their pregnancy.

Each event has around 15 different organisations or services available to provide information and talk with families. As well as providing additional support and information to families, the events have proved to be a valuable networking opportunity for all the partners and organisations who attend.

For example, the Red Cross has linked in with local groups to offer first aid training and community safety. One unexpected outcome has been the success of having the Welfare Benefits services available. The officer has

consistently found they have been able to help a number of families at the event – at 1 session 8 women were assisted in accessing financial entitlements in the course of one morning.

The Fire and Rescue service values Bump to Baby as an opportunity to sign families up for free fire alarm fitting /testing and through this the service is reaching families it otherwise not be able to access.

### **Health Board welcomes Andrew Murray as the new Medical Director for NHS Borders.**

Andrew joined NHS Borders on 22 March 2016 from his post as Associate Medical Director at NHS Ayrshire and Arran. He is an Ear, Nose and Throat Surgeon by background and has been a Consultant for 15 years. His previous leadership portfolio as Associate Medical Director in Ayrshire & Arran spanned a wide range of services and he was the lead doctor for Ayr Hospital, leading on service excellence and redesign, clinical governance and medical performance.



*Dr Andrew Murray, NHS Borders new Medical Director*

## Patient Feedback

NHS Borders encourages feedback from patients and carers and it is collected through several different means within NHS Borders:

- Commendations and complaint letters
- Complaints cases referred to the Scottish Public Sector Ombudsman (SPSO)
- Patient Opinion online feedback received between
- Feedback received through the '2 minutes of your time' proactive patient feedback system

A new approach to complaints handling has been tested since November 2015 which has noted positive outcomes. The approach was embedded as standard practice throughout April 2016.

Positive feedback has been included below to highlight some of the care, compassion, dignity and respect that is shown by individuals and teams across the organisation.

*"Staff in A&E were sensitive, reassuring, humorous and kind"*

*"Coldstream GP surgery is fantastic and all staff are very helpful. I can't fault it as I am always seen quickly and doctors care. More focus on community care rather than always having to go to BGH would be positive."*

*"We are proud of NHS, an excellent service. My experience vastly improved from last time having same operation 3 years ago. Same nurses throughout, care and continuity was good, very clean hospital."*

*"One of the daughters has been receiving treatment from the MacMillan centre over last 2/3 years – the care and treatment has been second to none, always at the end of the phone. Whenever she came in to see GP/Treatment room nurse, bloods are taken, results received very quickly and if there are any concerns she is admitted to BGH straight away. This reduces her anxiety as she has faith in the doctors and nurses."*

*"It's truly heartening to know that such a group of wonderful, compassionate professionals are there for other families in their darkest hour. I am eternally grateful for the manner in which each and every staff member in Melburn Lodge cared*

*for my husband and I think they are all deserving of recognition for their work."*

*"The Staff in Ward 4 are knowledgeable and always helpful with doctors and nurses explaining everything clearly"*

*"The Pregnancy Assessment Unit team is a truly excellent, patient-centred group of people who really do strive to support our parents through potentially difficult times. While much of the work is frequently positive and joyful, miscarriages and fetal abnormalities are sadly all too common and the effects of these can be devastating for many parents. Supporting parents though this requires a huge emotional investment, and the PAU staff are very generous from this point of view."*

*"Playlist for life is great. It has allowed me a focus when I visit my husband. We listen together and share memories in a relaxed and comfortable way. I think Playlist for Life is an amazing and valuable way to support anyone with cognitive impairment."*

*"The X-ray department are extraordinary helpful."*

*"There aren't sufficient words for the gratitude and respect I have for all the staff on the Huntlyburn Ward. I am continually in awe of the depth of care and compassion each member of staff shows every minute of every day in nursing me back to better health. I have complete trust and confidence in all the staff and feel absolutely comfortable and reassured that I am listened to, respected as a person and always able to voice my feeling around me care"*

*"The Day Procedure Unit staff show care and compassion for their patients at an anxious time prior to their surgical procedure and caring for patients during recovery. During this time they show dignity and respect to patients providing a confidential and private space for patients to ask any questions which they may have and enabling them to prepare for their procedure."*

*"I was delighted with the care and attention I received in Hawick Community Hospital. It is very neat and tidy and the nurses are very helpful and polite."*

*"The nursing staff in Ward 12 understand what matters to me"*

## *Performance*

NHS Borders manages performance through the agreed performance management framework. A summary for performance for 2015/16 can be found in the attached End of Year Managing Our Performance Report which was presented to the Board in June 2016. It includes performance information on a range of HEAT standards, the Single Outcome Agreement and Corporate Objectives for 2015/16.



Final End Year MOP  
2015-16 (Jun 2016).c