



**Celebrating  
Our Success  
2016/17**

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

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# Introduction

Welcome to the fourth annual 'Celebrating Our Success' report for 2016/17.

It is a pleasure to share with you an overview of some of the many achievements of the people who work in, and make, NHS Borders what it is. Many of whom work behind the scenes to continually deliver high quality person centred care to the people of the Borders.

The achievements across NHS Borders during the past year have been truly impressive, spanning a wide variety of services and areas; from the Borders General Hospital to Community Hospitals, NHS Dental services and Mental Health Services.

Together we strive to deliver quality care for our patients, their carers and families as well as providing a safe, productive environment for our staff and volunteers. Throughout this our values shine through; care & compassion, dignity & respect, quality & teamwork and openness, honesty & responsibility.

This report showcases just a fraction of all our hard work and successes. Looking back at last year and reviewing so many wonderful stories from across all our services has been sincerely heartening.

We would like to say thank you to everyone who has engaged with, and contributed to NHS Borders. We look forward to continuing our work together and facing new adventures and challenges in the coming year.

Our organisation has an array of committed individuals who each bring their own skills and qualities. Please continue to share your experiences and views with us by emailing [bordershb@borders.scot.nhs.uk](mailto:bordershb@borders.scot.nhs.uk) or submit your story via Care Opinion [www.careopinion.org.uk](http://www.careopinion.org.uk).



*Jane Davidson  
Chief Executive*



*John Raine  
Chairman*

## Month by month Success Stories

Over the year 2016/17 NHS Borders has had a wealth of success stories across the organisation. The following section of the report details examples of success stories from all areas including primary care, mental health, learning disability and acute services. The report illustrates the breadth of activity that is undertaken across NHS Borders by these dedicated teams and individuals.

### April 2016

**Avril's Trust hands over cardiac equipment to the BGH.** Mother-of-two Avril Brown died in April, 2013, in Borders General Hospital, after suffering from sudden cardiac arrest secondary to heart attack at the young age of just 35. Shortly after this devastating loss, Avril's partner, parents and sister launched the 'Avril's Trust' charity in her memory in September 2014.

Avril's family began holding fundraisers and events in order to purchase and install life-saving equipment, such as defibrillators, for the local Scottish Borders community. As a result, numerous defibrillators have been installed in local communities thanks to fund-raising events and the amazing generosity of the public.

As well as defibrillators, the Trust provides One-Day Emergency First Aid Courses led by Rod McIntosh, Resuscitation Officer at NHS Borders. In addition to the above, Avril's Trust was also able to purchase an 'AutoPulse' Resuscitation System for the BGH to provide high-quality automated CPR to victims of sudden cardiac arrest.

### 'Celebrating Excellence' at NHS Borders Staff Awards 2016.

NHS Borders held our third annual 'Celebrating Excellence' staff awards at Springwood Park in Kelso, when a total of 13 awards were handed out to individuals and teams, as well as a further five Chairman's Commendations, on what was a highly enjoyable night.

Describing the evening as the 'best one yet', NHS Borders Chairman, John Raine said: "It is also an opportunity for everyone to enjoy themselves and celebrate the care, compassion,

dignity, respect and quality teamwork that takes place across NHS Borders every single day."

The proud winners were announced as:

**The Chairman's Award 2016** was awarded to the **Huntlyburn Ward Team** for their outstanding contribution to the organisation, for upholding our values and demonstrating true excellence.

Described by one of their patients as 'angels' the team create a sense of community on the ward, actively encourage patients to participate in activities to help their recovery and gain the trust and confidence of their patients through listening, reassuring and respecting their individual needs.



*Huntlyburn Ward Team*

Also recognized on the evening were recipients of **Chairman's Commendations** – a new addition to the event, awarded to nominees who caught the eyes of the Chairman while he was selecting the winner of the Chairman's Award.



*Chairman's Commendations Recipients*

The recipients were:

- **Mary Bishop**, Patient Safety Assistant
- **Eilean Hogarth**, Margaret Kerr Unit Fundraiser
- **Costas Kontothanassis**, Assistant General Manager P&CS Contracts
- **Childsmile**
- **Melburn Lodge Team**

A new award for 2016, the **NHS Borders Values Award** recognises an individual or team who demonstrates care, compassion, dignity and respect to patients, their families and carers as well as to their colleagues at all times. Awarded to **Shona Finlay**, a Domestic at the BGH was described as outstanding, personable, dedicated and enthusiastic with a passion for performance. Hardworking, caring and compassionate, Shona is an empathetic person who always puts patients first, treating them with dignity and respect and shows staff how to embrace NHS Borders and her own values through leading by example.



*Shona Finlay, Domestic*

**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 are helping people take control of their own health. The winning **LASS Team** take a patient-centred approach to encouraging lifestyle changes. They address health inequalities and offer tailored sessions which are underpinned by motivational interviewing and are described as an approachable, non judgmental and compassionate team committed to improving health in the Borders.



*Lifestyle Advisor Support Service (LASS) Staff Members*

**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. It was awarded to **Dr Brian Magowan and the SAFER Team** who have designed an electronic risk assessment tool called SAFER, an innovative way of keeping up to date information as pregnancies progress to support early identification and management of risk associated with pregnancy, in order to provide the best possible care to pregnant women.



*Dr Brian Magowan and the SAFER Team*

**The Partnership Working Award** recognises an individual or team who has exemplified partnership working to ensure service development or improvement, by working across boundaries within departments, across departments within NHS Borders or with other agencies. The worthy winner was **Irene Clark, Chair of Primary Acute and Community Partnership Forum**, who was described by her nominator as being passionate about partnership, recognising its value in all that she does. She includes partnership principles in all

aspects of work including planning, learning and assessing and strives to provide a seamless 'one-stop-shop' service to the people she helps.



*Irene Clark, Chair of Primary Acute & Community Partnership Forum*

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. **Gillian Forbes, Nurse Specialist in the Sexual Health Service** was the winner, and was described in her nomination as an inspiration to her team and someone who is held in the highest regard by all who work with her. Dedicated, enthusiastic, passionate and a boundless source of energy and enthusiasm. Innovative in her thinking and always exploring new ways to improve services.



*Gillian Forbes, Borders Sexual Health Nurse Specialist*

The **Rising Star Award** was presented to an individual who in the course of their studies or work placement has shown impressive dedication and commitment to furthering themselves and supporting the work of NHS Borders. This was won by Social Worker **Emma**

**Govan**. Emma has tenaciously pursued the self sponsorship route into social work which reflects her considerable commitment and determination to pursue her dream. She strives to "get it right" for everyone she works with and puts the person at the heart of everything she does.



*Emma Govan, Social Worker*

Another new award for 2016, the **Primary Care Provider of the Year Award** recognises an individual or a local team of independent contractors (i.e. a general practice, dental practice, optician or community pharmacy) who consistently deliver high quality person-centred care to their patients, liaise effectively with colleagues and demonstrate significant improvements in their local service. The winner was **Dr Jane Savory**, who as well as being an exemplary GP has spearheaded the development of "RefHelp" - an invaluable resource used by GPs throughout the Borders. Jane is helpful, cheery and takes on board feedback with enthusiasm and her nominator describes themselves as being lost without the resources contained within RefHelp.



*Dr Jane Savory, GP and Primary & Community Services GP Support*

**The Clinical Excellence Award** recognises an individual or team who demonstrates initiative and personal motivation to provide exceptionally high quality and safe care. The winner was **Margaret Davison**, whose extensive CV reflects her continuous drive and passion to push forward maternity services within NHS Borders. Her published work on the Assisted Birth Practitioner service is referred to at national level, and has been pivotal in encouraging other units to develop this model of care.



*Margaret Davison, Assisted Birth Practitioner Midwife*

**The Supporter of the Year Award** recognises an individual or team who volunteer or support the organisation, provide an outstanding service and have shown exceptional commitment to supporting the work of NHS Borders. The winner was **Eilean Hogarth**, who in 2014 had an idea to establish a charity shop to benefit of the Margaret Kerr Unit and Palliative Care. She hoped it would raise £15,000 a year. In less than a year it had raised more than £60,000, all due to the vision and hard work of Eilean and her volunteers.



*Eilean Hogarth*

**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. The worthy winners were **the Infection Control Team** - a team which provides invaluable support to services and colleagues across the organisation. They consistently provide a high quality, person centred service and are well organised, responsive and supportive of patients, their families and carers and colleagues.



*Infection Control Team Staff Members*

**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. Telecommunications Engineer **Alan Grainger** was the winner. He is a behind the scenes hero of NHS Borders who undertakes his job in a competent professional manner, always with a cheery disposition. He is customer focused, has excellent relationships with staff and regularly goes above and beyond the call of duty.



*Alan Grainger, Telecommunications Engineer*

**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. Nominated by members of the public, the winners **Jake Cowan & Martin McAllister** work in the Learning Disability Service, and have shown commitment, compassion and delivered care of the highest quality, knowing and understanding the needs and personality of their patient and how to help others help him. They were described in their nomination as having a continuous, caring presence.



*Jake Cowan and Martin McAllister, Learning Disability Service*

## May 2016

**Three Locality Co-ordinators were recruited by NHS Borders and Scottish Borders Council.** They will spend the next 18 months planning, supporting and contributing to the delivery of Health and Social Care Integration in the Scottish Borders. Their focus will be on: developing locality plans; redesigning locality based health and social care services and improving co-ordination and access to services for service users and their families.

**Eyemouth street food event tantalises local taste buds.** The Borders Healthy Living Network, which is part of the Joint Health Improvement Team at NHS Borders and Scottish Borders Council, hosted a free two day street food event in the Eyemouth Harbour Chill Space. This gave the team the opportunity to engage with East Berwickshire residents of all ages.

Celebrity chef Dave Hodson provided cooking demonstrations each day, showing a variety of inspirational ideas that made best use of

Eyemouth's delicious home-grown produce. Pupils from local primary were at the centre of live demonstrations, seeing first-hand the appetising food that can be made from scratch using simple and local ingredients. They also tried some 'tasty bites', guessing the ingredients used and leaving with recipes to try out at home.

Whilst, Eyemouth High School pupils worked with Lanarkshire based filmmakers Deep Fried Film over the two days developing a short film. They were out and about talking with local people and getting their ideas about how to make the most of the good food that Eyemouth has to offer.



*Eyemouth street food event*

**NHS Borders urged local pet owners to leave their four-legged companions at home when attending healthcare appointments during warmer weather.** NHS Borders took action when staff were alerted to the fact that some of those leaving cars in the Borders General Hospital car park on warm days had left their dogs inside the vehicles. It prompted joining forces with the Scottish SPCA to appeal to visitors and patients to consider leaving their pets at home.

## June 2016

**Veterans F1rst Point, Borders, was a new service launched offering confidential support to veterans,** whatever their needs may be. The Veterans F1rst Point Team comprises both healthcare professionals and people with military experience and offers confidential



support to those who have served in the armed forces. The team is available to help with health and well-being issues or if you just want to chat to someone they are there to listen. The service also provides a 'one stop shop' of information about welfare, employment and housing.



Veterans F1st Point

**NHS Borders secured funding** of £3million from Scottish Government to progress the health centre premises modernisation programme.

The first location to benefit from this investment, which is being released over a two-year period, was confirmed as Eyemouth, where developments included additional GP consulting rooms, improvements to disabled access toilets and a new nursing suite. In addition to the Eyemouth scheme, project groups were established for Melrose and the Knoll Health Centres to develop detailed specifications. These developments followed the completion of works at Selkirk Health Centre earlier this year, funded from NHS Borders capital resource, which have already seen huge benefits to patients and staff.

**NHS Borders nurses recognised for their innovation and excellence.** A team of nurses from NHS Borders were winners of the best nurse-led innovation in practice as part of the FoNS (Foundation of Nurses Studies) Patient First Programme, supported by the Burdett Trust for Nursing.

Every year FoNS looks for applications from across the UK to apply for its Patient First Programme. NHS Borders' Patients First project, Collaboration for the Future, aimed to work with children, young people, parents, families and staff in a collaborative way to find out how we can use past experiences of healthcare to make future experiences better.

## July 2016

**NHS Borders asked mums to latch onto the idea of breastfeeding during World Breastfeeding Week.** Every August, to raise awareness of the benefits of breastfeeding and the need for global support, the World Alliance for Breastfeeding Action organises World Breastfeeding Week.



Big Latch On event

In support of this global event, NHS Borders hosted a local 'Big Latch On' event at the cricket pitch adjacent to Borders General Hospital, when a number of local breastfeeding mums came along ready to feed their babies and helped set the new world record of 17,223 children breastfeeding around the world at the same time.



Big Latch On event

**Improving safety for patients with allergies -** All inpatients with a known allergy started receiving a red wrist band upon admission into NHS Borders hospitals. The purpose of these wrist bands is to ensure patients are treated safely and effectively. Sight of a red wrist band will prompt healthcare staff to seek further information from patient notes regarding any allergies to make sure that patients are treated accordingly.

Patient safety is our number one priority at NHS Borders. The introduction of these wrist bands is another way we can make sure that our patients

receive the best high quality care tailored for their exact needs.

## August 2016

**A benefits advice service developed in partnership with Macmillan Cancer Support, has helped people with cancer in the Borders access over £11m** in benefits since its launch seven years previously. By August of 2016, the Borders Macmillan Welfare Benefits Partnership had helped over 3,980 clients access benefits and other entitlements worth £10,997,000 since opening in August 2009.

The partnership, which aims to relieve some of the financial pressures on those affected by cancer, consists of Scottish Borders Council's (SBC) Welfare Benefits Service, Macmillan Cancer Support, NHS Borders and the Department of Work and Pensions. It was then joined by Eildon Housing Association, Berwickshire Housing Association, Scottish Borders Housing Association and Waverley Housing.

The service has a team of trained advisers who help people affected by cancer to claim benefits or allowances they are entitled to, represent them at social security tribunals and help them access services such as occupational therapy and home energy advice.

**Celebrating diversity at Hawick's International Day** - Towards the end of the month, as part of Hawick's Summer Festival, NHS Borders and Scottish Borders Council's Joint Health Improvement Team hosted an International Day in Hawick.



*Hawick International Day*

The event had been set up to encourage people living in Hawick, Burnfoot and the surrounding areas to come and showcase the different nationalities that make up the local landscape.

**Train to Gain in NHS Borders** - NHS Borders joined Borders College, Skills Development Scotland and Jobcentre Plus to celebrate trainees who were successful in completing the four-week Train to Gain administration programme as part of the NHS Borders Sector-Based Work Academy.

During the four weeks of the programme, nine participants completed NHS Borders Corporate Induction programme together with a full four week course organised by Borders College, which included work placements within NHS Borders.

At the end of the course all of the participants were interviewed for NHS Borders Administration Bank roles.



*Train to Gain trainees*

**Reading between the lines can save lives.** That was the message NHS Borders, Scottish Borders Council (SBC) and other local partners sent out to people in the Scottish Borders to mark this year's Suicide Prevention Week (5-11 September).

In 2015 a total of 696 people across Scotland died by suicide, the equivalent of around two lives taken each day. In 2015, the Scottish Borders saw an increase of the number of suicides from 12 to 18.

One of the ways that NHS Borders, SBC and organisations in the voluntary and statutory sectors are working together to raise awareness and to provide support for the people affected by

this issue is by taking part in the Choose Life's annual 'Read between the Lines' campaign.

The campaign acknowledged that signs of suicide can be ambiguous, but encouraged people to be aware of the warning signs and take all signs of distress seriously, even if the person seems to be living a normal life. It also aimed to assure people that asking a person about what's troubling them can make a positive difference.

There were a number of organised events that took place in the Scottish Borders during Suicide Prevention week for anyone with life experience or those who are supporting others through a difficult time were welcome to join.

## September 2016

### **NHS Borders announced as a finalist in the first ever Quality Improvement Awards 2016.**

The Quality Improvement Awards 2016 were launched in May of 2016 by the Scottish Government and Healthcare Improvement Scotland to celebrate the fantastic improvement work being done through Maternity and Children's Quality Improvement Collaborative (MCQIC, Early Years Collaborative (EYC) and Raising Attainment for All (RAFA) programmes.

NHS Borders was announced as a finalist in the Merit Award for Quality Improvement in Maternity, Neonatal and Paediatric Services Category for its SAFER antenatal risk assessment tool. The team was delighted the project had been shortlisted for these awards and were looking forward to attending the awards ceremony in Glasgow in November.



*Maternity and Children's Quality Improvement Collaborative team*

**NHS Borders Annual Review for 2015/16** took place on September 6 at the Borders General Hospital. The theme was '**Values Into Action**' and throughout the session the importance of placing our values at the centre of everything we do was highlighted.

Chairman of NHS Borders, John Raine, opened the Annual Review by summarising the performance and achievements of the health board in 2015/16, and also delivered an update on the action points noted by Scottish Government from last year's review.

**Project SEARCH Interns are welcomed at NHS Borders.** NHS Border joined forces with Scottish Borders Council Employment Service, Joint Learning Disability Service and Borders College to welcome eight Interns into NHS Borders through a 39-week employment programme.

The employment-focused educational programme began this month and saw the interns rotate around various departments including Radiology, Catering and Child Health to name just a few. The aim was to provide them with rounded employability experience for them to take forward into future employment.

The project SEARCH programme has been uniquely tailored for 16 – 24 year old students with learning disabilities and provides adequate support to each one of the interns on an individual, peer group and mentor level.



*Project SEARCH Interns*

**Over 200 years of service celebrated at NHS Borders retirement event.** NHS Borders served afternoon tea and nostalgia at its most recent

retirement event at Darnick Village Hall. The event was an opportunity for many retired employees to catch up with old colleagues, over a cup of tea and a scone and old photo albums provided by The Exhibition of Peel Hospital.

John Raine, Chairman at NHS Borders, thanked the retirees on behalf of his board for all the years of hard work by saying: "Those attending represent 203 years of service to the Borders community. It is important for the Health Board to recognise the dedication of those who have recently retired, many with long career service, and to say a big thank you for the contribution they have made."

## October 2016

### **Building Improvement programme launched at Eyemouth Health Centre.**

Major development work of the Health Centre began on 17<sup>th</sup> October. Improvements will include an extension to the existing building and a number of internal reconfigurations. These will provide additional GP consulting rooms and other clinical rooms, improved patient waiting areas, a safe room and improvements in disabled access WCs and shower room facilities, as well as improvements in the day hospital facilities, some office accommodation and the provision of a nursing suite on the lower ground floor.

Patient services are being maintained throughout the £1.2 million building programme, which is scheduled to last approximately seven months.

Sandra Pratt, Associate Director for Delivery Support at NHS Borders said: "We have worked closely with patients, GPs, nursing staff and other health professionals who provide services from the Health Centre to identify where improvements will make the most difference to the care we provide."

Dr Kirsty Robinson added: "Eyemouth Medical Practice welcomes the improvement of our facilities to provide us with suitable accommodation to meet the future health needs of our local community, and look forward to developing our services further with the

provision of additional consulting rooms and office space."

## November 2016

**NHS Borders changes focus on complaints and feedback.** As part of our dedication to improving the quality of complaints responses, and ensuring that concerns are robustly reviewed with involvement from staff, patients and their families, NHS Borders began actively changing our approach to dealing with feedback and complaints to fall in line with our core values – Care and Compassion, Dignity and Respect, Quality and Teamwork, Openness, Honesty and Responsibility.

A recent report from Health Improvement Scotland (HIS) had stated that NHS Borders responded to 59.6% of complaints within 20 days in 2015/16 compared to 88.5% in 2014/15.

In response to these figures, NHS Borders Chairman, John Raine said the decrease in our percentage response rate to feedback and complaints could be seen as concerning, however our focus as we implement our new approach means that truly understanding the reason behind a complaint can take time, and may involve a number of conversations between the complainant, their family and our staff.

**Jedburgh GP Ruth Dorward was announced as the winner of the prestigious Doctor Award in the Scottish Health Awards.** Ruth's nomination described her as a great GP and an excellent family doctor who demonstrates enthusiasm and passion for her role and profession.

The Scottish Health Award panel of judges considered Ruth's 27 years of working in General Practice, achievements during that time and her constant commitment to NHS Borders' values.

While at the Award Ceremony in Edinburgh, Ruth commented: "This is a win for the whole Primary Care team, of which I am only a small part. Their support enables me to be the best I can be."

Also recognised on the night were finalists Clare Gillespie, a Music Therapist within Scottish Borders Learning Disability Service, and Isobel Burton, Public Dental Officer at Hawick Dental Centre.



Ruth Dorward with her award

## December 2016

**A 'Tree of Light' was lit up for the very first time at the BGH.** The lights represented dedications made by members of the public, in honour of their loved ones.

Christmas is a time of celebration but also a time of reflection, and this special Christmas tree was to spread a little festive spirit across the BGH campus whilst providing an opportunity to honour the special people in our lives, those we have lost or to mark a joyful event such as a wedding or a birth.

For a donation of any amount, a light, or several lights, could be dedicated on the tree a very personal and unique tribute. The Tree of Light proved popular with over 180 dedications being made and almost £1500 raised.

The official switch on of the lights was carried out by Richard Turnbull, Charge Nurse and James Torrie, Support Worker from the Huntlyburn Ward, there to represent the winners of the Chairman's Award at NHS Borders 2016

Celebrating Excellence Awards. The money raised by the Tree of Light was used to help fund initiatives and projects that enhance patient care across NHS Borders.



Tree of Light, official switch on

## January 2017

**In her letter following the Board's Annual Review in September 2016, Cabinet Secretary for Health and Sport, Shona Robison, commended NHS Borders for delivering high standards of service.**

"It is clear NHS Borders is making significant progress in taking forward a challenging agenda on a number of fronts" she said in a letter to the Chairman of NHS Borders, John Raine.

She also made particular mention of:

- The "what matters to you" public engagement programme; the 'enthusiasm and considered questions' from the public audience at the formal review.
- The high performance achieved in delivering and exceeding targets for smoking cessation and for alcohol brief interventions.
- The Board were congratulated on regularly achieving the four-hour emergency care target and performing well against a suite of elective access targets and standards including the 12 week treatment time guarantee.
- Recognising "the hard work and dedication required to produce such an excellent performance" against the access targets for cancer treatment.
- The commitment of the Board and Scottish Borders Council working in partnership to effectively implement integrated health and social care services.

- Meeting all of its financial targets in the year 2015/16 despite a challenging year

The Cabinet Secretary asked the Board to keep focus on reducing sickness absence rates which remained just above the four per cent standard whilst being better than the average rate for Scotland; to improve waiting times for access to psychological therapies and to child and adolescent mental health services, which had been impacted by difficulty filling staff vacancies and to work through the challenges for outpatient appointments in particular specialities.



*Shona Robison , MSP and Cabinet Secretary for Health and Sport*

**Claire Smith (now Pearce) was appointed Director of Nursing, Midwifery & Acute Services.** Claire joined us from NHS Lothian and has more than 30 years experience of working within the NHS. She has held a range of chief nurse positions across a variety of clinical areas including theatres, critical care, cancer and palliative care. She has worked as a Clinical Advisor to the Scottish Government and as Associate Nurse Director for the Edinburgh Royal Infirmary and Liberton Hospital.

Claire replaced Evelyn Rodger who retired in March 2017.

## February 2017

**BGH staff praised in Healthcare Environment Inspectorate (HEI) report.** Borders General Hospital staff welcomed an unannounced inspection on 16 and 17 November 2017. The purpose of the inspection was to review

compliance with healthcare associated infection standards, and focused particularly on leadership in the prevention and control of infection, communication with patients and carers and also on infection prevention and control procedures, including decontamination.

The HEI report on the inspection, issued on 8<sup>th</sup> February 2017 was overall very positive and praised staff for good patient equipment cleanliness, robust systems and processes to identify and learn lessons from causes of infection and good compliance with standard infection control precautions including hand hygiene.

Jane Davidson, Chief Executive, commented: “this was a very positive inspection which reflects the hard work and dedication of our staff. We would like to take this opportunity to thank everyone who is involved, every day, for all your hard work, attention, care and co-operation”

## March 2017

**Queen’s Nurse title returns to NHS Borders.** Delia Howlett, District Nurse at NHS Borders, took part in a special professional development programme earning her the right to use the coveted ‘Queen’s Nurse’ title. Delia was one of 20 community nurses selected by The Queen’s Nursing Institute Scotland (QNIS) to join the first cohort of 21<sup>st</sup> century Queen’s Nurses.

On completion of the programme these nurses will be the first to receive the title in Scotland for almost 50 years.

The modern Queen’s Nurses, drawn from Health Boards and other independent organisations across Scotland, will enable teams to promote health improvement and deliver quality care.

QNIS was established by Queen Victoria in 1889 in honour of her Golden Jubilee. The new Queen’s Nurses will take part in a nine-month programme, developing and honing their existing skills and capabilities, culminating in an Awards Ceremony in December.

**Local children make their mark in A&E -** Local primary school children in the Borders took part in a drawing competition supported by Scottish Borders Council’s Children and Young People’s

Services to create colourful butterfly signs for the Accident & Emergency Department in the BGH. The purpose of the butterflies is to provide a subtle indication to staff coming into the department that a sensitive issue is taking place.

Competition was stiff with entries submitted by children from schools across the central Borders area. A total of 18 butterflies were chosen to be used in the department. The budding artists were invited to the BGH for an unveiling ceremony and were also given a surprise tour of the department. Book tokens donated by Friends of the BGH were presented to the children who created the top four butterflies.



*Local primary children from Tweedbank Primary School, St. Peter's Primary School, St. Margaret's Primary School and St Boswell's Primary School at the BGH with their winning butterflies.*

**Strong Performance in Cancer Waiting Times Continues.** In quarterly figures released during this month by the Information Services Division (ISD), NHS Borders was a top performing health board with 96.2 percent of patients treated within 62 days of Urgent Suspected Cancer referral, and 100 percent of patients treated within 31 days of DDT (Date Decision to Treat).

## 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)
- Care Opinion online feedback
- Feedback received through the '2 minutes of your time' proactive patient feedback system

Below is a very small selection of the feedback we have received throughout the course of the year.

*"When the Activity Coordinator started in the Day room a few months ago it transformed the atmosphere in Kelso Community Hospital. My mum and I were so amazed to come in one day and see my Dad happily playing dominoes as he had, for the past year, showed little interest in any activity."*

*"X-ray department were swift and efficient."*

*"I received exceptional care from Ward 17 and the labour suite at the Borders General Hospital whilst giving birth to my first child. The care, treatment and time that the midwives, auxiliaries and other members of staff gave me was out of this world, and I could not have asked for any more as I was going through the most vulnerable time of my life."*

*"I cannot speak highly enough of the incredibly dedicated staff that work at Kelso Community Hospital and BGH."*

*"Big thank you to the staff at the community dental service in Hawick. They were wonderful when I broke a tooth at a Borders family wedding. I can't praise them enough for all the help they gave me."*

*"The West Team have been absolutely brilliant, without their care I wouldn't be here today. I would like to thank them so much for everything. They deserve a medal for what they do for mental health patients in the Scottish Borders."*

*"I think the Ward 4 staff are all amazing & as well as attending to the patients, you have the ability to cheer us up!"*

*"The nurses in Ward 2 of Kelso Community Hospital, not only dispensed sympathetic care given my condition, but together with the ward domestic and administrative staff, kept my spirits up with a mixture of encouragement, mirth and cups of tea!"*

*"I had superb occupational and physiotherapy teams. Their "can do" attitude, programme of rehabilitation and frequent reassessment of goals undoubtedly contributed to a slow improvement."*

*"I sustained an injury during Hawick triathlon, last month. I have nothing but praise for the exceptional service and care that received from the BGH staff. The staff nurse who looked after me in A&E was efficient, caring and supportive, thank you."*

*"What a lovely doctor. He is a real asset to NHS Borders."*

*"My daughter was admitted to the children's ward earlier this year following an incident of self harming and overdose. The care from all involved was in my opinion exemplary. I was concerned that perhaps given the nature of my daughter's admission staff would be uncaring towards her or think she was wasting resources. In reality staff were incredibly caring and compassionate towards my daughter and very polite and supportive towards myself and her family. In addition staff were clearly skilled and competent, however this experience made it very clear to me that skill and competence without care and compassion is not enough."*

*"The nursing staff are never too busy to listen."*

*"I feel that all the negativity that surrounds the NHS often eclipses the excellent work carried out by hundreds of hardworking, caring people trying their best to put patients first and I believe this even more after my own experience."*

*"Everything was clearly explained and so efficient, only there for just over an hour!"*



## Performance

For a number of years, the organisation has produced a Managing Our Performance (MOP) report as a summary of progress across a range of standards and indicators at the mid way point and also at the end of each financial year.

This 2016/17 End of Year MOP report has been updated to show performance in relation to the LDP standards, some Key Performance Indicators, the Single Outcome Agreement and Corporate Objectives. It also summaries performance during 2016/17, along with a selection of priority areas and Corporate Objectives.

The 2016/2017 report was presented to the Board in June 2017, and includes performance information on a range of HEAT standards, the Single Outcome Agreement and Corporate Objectives for 2016/17. The full report can be read online:

<http://www.nhsborders.scot.nhs.uk/media/493358/Appendix-2017-79-End-of-Year-MOP-Report.pdf>

For ease of a reference a summary of the 2016/17 End of Year MOP report is detailed below. Page numbers in brackets reference the pages in the full report (linked above).

### Areas of strong performance for Local Delivery Plan (LDP) standards during 2016/17:

- The **Alcohol Brief Intervention** standard was achieved for 2016/17. Performance was 1313 against the standard of 1312 (page 9)
- The standard for day procedures to be treated as **Day Cases** improved since August 2016, achieving 86% (page 11)
- The standard for **pre-operative stay** was achieved consistently during 2016/17 (latest available data) against the standard of 0.47 (page 11)
- The 90% standard that all referrals were **triaged online** was consistently above the standard of 90% (page 12)
- **6-8 week breastfeeding** rates within NHS Borders were above the standard during 2016/17 (latest available data) (page 12)

- 18 Weeks RTT **combined overall performance** achieved the standard of 90% throughout 2017/17 (page 17)
- 95% of all patients requiring **Treatment for Cancer** are being seen within 31 days (page 19)

There were also areas of improvement detailed in the full report.

**NHS Borders' performance is in the top third when compared to the rest of Scotland** (where comparative data is available).