



Celebrating Our Success  
2017 /18

Welcome to our fifth annual 'Celebrating Our Success' report, which celebrates the best of healthcare in the Scottish Borders and gives a mere glimpse into the work we do. It shows that despite unprecedented and mounting financial challenges and a long harsh winter our staff worked tirelessly to achieve many successes during 2017/18.

In the face of adversity we continued to provide emergency care; looked after people during their hospital stays and catered for patients across all of our services including mental health, community hospitals and learning disabilities, to name but a few.

During the past year further successes have included eight Project SEARCH internships; starting to experiment with the Netherland's Buurtzorg care model in Coldstream; engaging with over 3,500 people through our very own mental health guide 'Six Ways to be Well in the Scottish Borders'; and the outstanding staff dedication throughout an extremely difficult winter which featured 'the Beast from the East'.

Every single person within NHS Borders contributes to the immense work that we undertake each day. Thank you for being part of that.

*Jane Davidson*  
Chief Executive

*John Raine*  
Chairman

# April 2017

**New Buurtzorg model of community care pilots in Coldstream.**

Over 40 delegates attended the Buurtzorg in the Borders session this month at Tweed Horizons, near Newtown St Boswells.

Buurtzorg (pronounced 'boort zorg') was developed in the Netherlands to put the focus on the needs of the patient, promoting self-management and good quality care at home.

The Buurtzorg model uses self-managed teams, usually up to 12 strong, designed to allow caregivers to be given the freedom to express their own professional judgement most effectively - at the point of care - and able to devote 60% of their time in client-facing situations.

Progress against the Buurtzorg in the Borders trial objectives will be reviewed.



# April 2017



Sam Laurie with National Clinical Director  
Professor Jason Leitch at NHS Scotland  
Communications Awards held at BT Murrayfield.

**Sam Laurie, Communications Assistant, picked up the Young Achiever award at NHS Scotland Communications Awards.**

Despite only being in the role for two years, she can be trusted to manage many situations, remaining calm and focused on achieving the goal.

John Raine, Chairman, said: “This is an excellent and well deserved national recognition of Sam’s impressive work and the importance attached by the Board to having good communications with the people of the Borders and within the organisation.”

For her part, Sam said: “Communications and PR have always been a passion of mine, one that I am now fortunate enough to do every day as a career.”

# May 2017

## 'Celebrating Excellence' at NHS Borders Staff Awards 2017.

Four hundred members of staff, sponsors and guests packed Springwood Park Hall in Kelso for the fourth annual awards ceremony.

Awards, reflecting NHS Borders values, were presented to 12 individuals and teams, with another 11 Chairman's commendations distributed. When nominations opened to the public earlier in 2017, NHS Borders received more than 120 nominations from patients, their families and carers about the care they had received in services across the region.

Speaking after the awards ceremony, Chairman, John Raine, said it had been an incredibly successful evening and it had been fantastic to see the enthusiasm of staff. "This was an opportunity to recognise and pay tribute to the work of staff across all services, from front line to support workers, from those engaged in the community and in health centres and those who work in hospitals," Mr Raine added.

## Chairman's Commendations

**Haylodge Day Hospital**

**John Watt**  
Physiotherapist

**The Bereavement Team**

**Flora Galbraith**  
A&E Staff Nurse

**The General Services Team**

**Gale Jeffrey**  
Mental Health CPN

**Joint Learning Disability  
Service**

**Sussie Shrestha**  
Surgical Registrar

**Teviot Medical Practice with  
Scottish Ambulance  
Paramedic Practitioners**

**Katie Masterson**  
Physiotherapy Team Leader

**Newcastleton Health Centre**



May 2017



“Against a lot of competition it was the **Catering Team** which took the **Chairman's Award**. It's an important part of the work of the health service and the Catering Team does such a **splendid job** both for patients and staff.”





# Celebrating Excellence Awards

**Borders Health Living Network**

**Improving Health**

(sponsored by Greenvale AP)

**Nicky Berry**

Associate Director of Nursing/Head of Midwifery

**NHS Borders Values**

(sponsored by Unite the Union)

**Dialysis Unit**

**Innovation & Improvement**

(sponsored by Borders.co.uk)

**Stephanie Errington**

Head of Planning & Performance

**Leading by Example**

(sponsored by Porter's Porches & Conservatories)



**Borders Hospital Radio Service**

**Supporter of the Year**

(sponsored by Hogg & Thorburn)



# May 2017

## Celebrating Excellence Awards

Coldstream Medical Practice  
Primary Care Provider

(sponsored by Agenor Technology)

**Barbara Smith**

Project Assistant at Healthy Living Network

**Rising Star**

(sponsored by Clelands Volvo)

Pregnancy Assessment Unit  
Clinical Excellence

(sponsored by Borders.co.uk)

**Morven Paterson & Karen Wilson**

'the difference' Fundraising Team

**Partnership Working**

(sponsored by Unison)





# May 2017

## Celebrating Excellence Awards

**Katie Masterson**

Physiotherapy Team Leader  
Person-Centred Care  
(sponsored by Border Eggs)



**June Patterson**

Theatre Sister  
Behind the Scenes - Clinical

**Catering Team**

Behind the Scenes - Non-Clinical  
(sponsored by Five Star Taxis)



# May 2017

Months of engagement culminated for Mental Health Awareness Week. Over 3,500 people in the Borders contributed to putting together the new guide to wellbeing called 'Six Ways to be well in the Scottish Borders'.

It promotes steps we can take to look after our mental health and wellbeing and signposts people to many groups, opportunities and services in the Borders that can help.

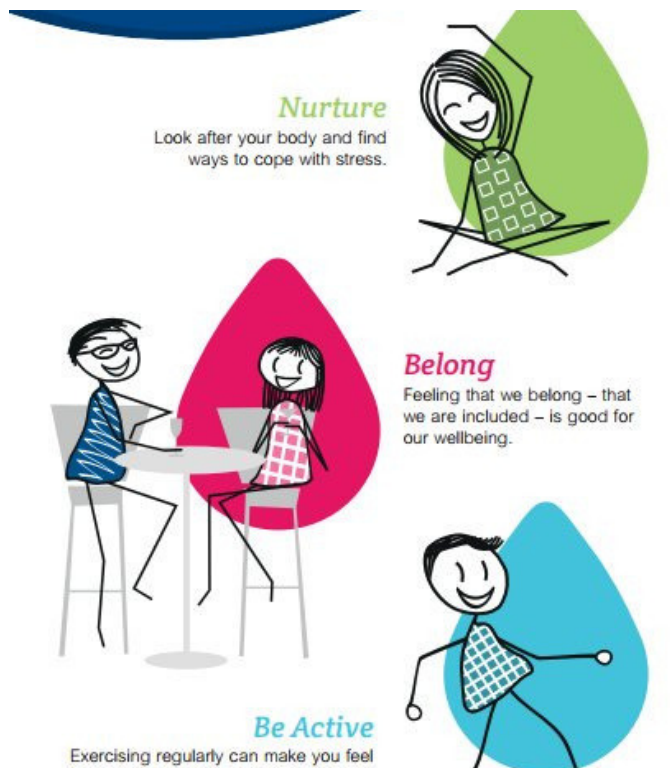
The guide was launched alongside a series of events such as: the 'don't judge a book by its cover' talk; Stress Busters drop-in sessions; exercise walks and Samba drumming workshops.



“Each of us has different backgrounds and experiences which affect our mental health and our ability to thrive. Research shows we can all take action.”

The new guide is our first attempt locally at developing a tool that helps us navigate how to do this.”

**Allyson McCollam**  
Associate Director of Public Health



# June 2017

A theatre sister from Borders General Hospital was recognised for her outstanding support of student learning by nursing staff and students at Queen Margaret University (QMU), Edinburgh.

At a glittering nursing award ceremony held on the university campus, **Niki Smith**, was presented with the 'Dr Kathy Munro Award for Excellence in Supporting Student Learning in Practice 2017'. The award acknowledges Niki's role as an inspirational mentor of QMU nursing students, and her commitment to developing and nurturing the next generation of nurses into the healthcare profession.

One third year student said: "Niki educated and supported me - I have never been given so many opportunities to practice my clinical skills and expand my theoretical knowledge."



"It's very nice to have your **efforts recognised**. I had a **fantastic mentor** when I was training. That made me want to become a theatre nurse, and a mentor myself.

"**Teaching** is one of my **favourite things** and working in theatre gives you a **great background** in many aspects of nursing - **every day is different**."

**Niki Smith**  
Theatre Sister

# June 2017

NHS Borders, Scottish Borders Council (SBC) and Borders College worked together in 2016 to introduce Project SEARCH in the Borders. Twelve months later, the first intake of interns successfully completed the programme. A graduation ceremony was held at the Borders College Campus.

During the course of the one year program, eight interns completed work experience rotations in various settings within the Borders General Hospital including Catering, General Services and Radiology. Interns acquired competitive, transferable and marketable job skills as well as gaining independence, confidence and self-esteem.

**“A big congratulations to our interns. Young people with a learning disability can face many barriers to employment, so it is fantastic that we are now able to offer a series of good quality internships to young Borderers.”**

**Jane Davidson**  
Chief Executive



# July 2017

Pharmacists graduate as **Clinical Leaders of the future**. Eighteen months of study by two NHS Borders pharmacists has been recognised by Scotland's Chief Pharmaceutical Officer, Rose Marie Parr, at a graduation event in Edinburgh.

Borders programme graduates, Lead Clinical Pharmacist Cathryn Park and Adrian Mackenzie, Lead Pharmacist, Community and Social Care, received their certificates at the event in Edinburgh.

The event marked the completion of the Pharmacy Management Clinical Leadership in Pharmacy programme, which involved the participants in a structured framework of twelve taught days, made up of eight single days and two two-day residential courses. A further core part of the programme was the completion, by each of the pharmacists, of a mentored workplace-based healthcare improvement project.

NHS Borders Director of Pharmacy, Alison Wilson, was on hand to congratulate them.



“We have all been struck by the **passion** that has been shown by this **first cohort of future clinical leaders in pharmacy in Scotland.**”

**John Stanley**  
Chief Executive  
Pharmacy Management

# July 2017

Community Nurse, Lynn Weir, won a top postgraduate award for Contribution to Community Nursing from the Queen's Nursing Institute Scotland.

Queen's Nursing Institute Scotland promotes excellence in community nursing across the country. The Institute's awards recognise the students showing the most promise in community nursing during the course of the year.

Lynn Weir, 44, who attended Peebles High School, graduated with a PgDip Person-Centred Practice (District Nursing) from Queen Margaret University (QMU), Edinburgh earlier in July. Lynn is also a graduate in both Sociology and Adult Nursing, and recently qualified as a Specialist Practitioner District Nurse.

Based in the Tweeddale area, Lynn has worked as a Community Nurse for NHS Borders for 13 years, prior to undertaking her postgraduate studies at QMU.



"I was **honoured** to win the Queen's Nursing Institute Scotland Award.

"I will continue to promote **person-centred care**, and look forward to the benefits of moving towards **integration in the community.**"

**Lynn Weir**  
Community Nurse

Our Orthopaedic Department was praised as a shining example.

Sincere thanks were given by the Scottish Government's Directorate of Health Performance and Delivery, for our excellent hosting of an Orthopaedic Peer Review. BGH staff were praised particularly for "preparation, presentation, leading discussion on the day and evidence of team work which were all very good."

The international study visit saw 14 of the most eminent doctors and medical school staff from the Philippines spending a day with local medics seeing first hand how we deliver good quality medical education in the Borders.



"The delegates were very impressed by the whole culture of training here and with the BGH itself.

"This was a great opportunity to showcase our hospital to the most senior doctors in the Philippines."

Mr Ali Mehdi  
Consultant Orthopaedic Surgeon

# August 2017



# August 2017

We celebrated successfully renewing our Investing in Volunteers accreditation for another three years. The event to thank our volunteers and staff who worked to achieve this was held in the Chaplaincy Centre at the Borders General Hospital.

It showcased a number of inspiring personal stories from volunteers Emma Herdman, Meg Hewat, Matt Deeming and Margaret Simpson as well as volunteer leads Gordon Elliot, Jude Tait-Brown and Julie Campbell. The audience of almost 50 individuals heard about the range of volunteer roles within different areas like the Healthy Living Network and BGH's Dialysis Unit and Margaret Kerr Unit.

Chairman, John Raine, said: "We greatly appreciate all that our volunteers do across NHS Borders. They provide that extra time for conversations with patients and families; take the 'temperature' of patient opinion and keep the Board informed. They also provide supportive services like music and art to alleviate anxiety and stress and a whole host of activities in communities.





# September 2017

"What's important to you?" was the question we asked as part of our Clinical Strategy engagement campaign.

The Clinical Strategy is a plan for person-centred, innovative healthcare to help the Borders flourish. It aims to have a greater focus on preventing ill health; reduce health inequalities and provide integrated care across services, closer to home.

We urged every Borders resident - staff, service users, patients and their family and carers - to share their views and help shape the future of healthcare.

Engagement events were hosted at local amenities, groups and events such as Langlee Carnival, Borders College Fresher's Week and Bump to Baby groups.



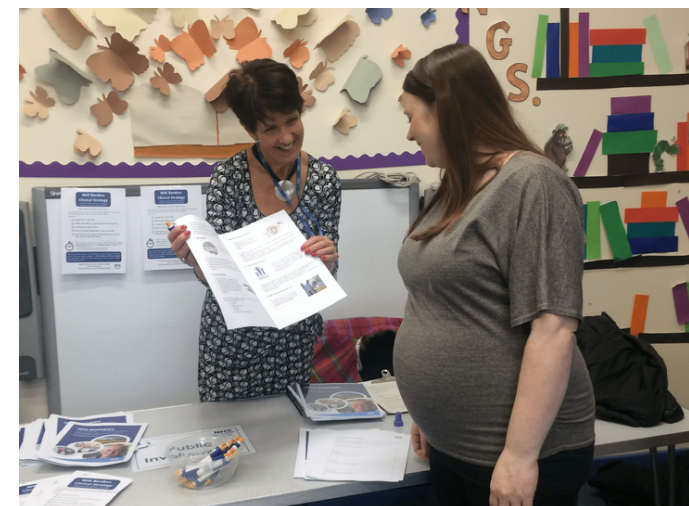
"Seamless referral pathway from GP to Consultant"

Staff Response



"Promote prevention - educate your communities"

Patient Response





Following last year's successful International Day in Hawick, we hosted the first ever Scottish Borders Diversity Week in partnership with Scottish Borders Council (SBC) and over twenty other local organisations.



# October 2017



The programme was filled with interesting, fun and interactive events for family, friends and colleagues to enjoy including; an International Food Night, Transgender Conference; community performances from local primary schools and Edinburgh's Polish Theatre Group.



**“Diversity Week aims to encourage and empower our local communities to come together as one, learn from each other and value the diversity that already exists here in the Scottish Borders.”**

**Dr Tim Patterson**  
Joint Director of Public Health

## NHS Borders first annual Nursing and Midwifery Conference took place.

More than 70 nurses, midwives and health professionals who work across our services in the BGH, mental health and the community.

Hosted by Claire Pearce, Director of Nursing, Midwifery & Acute Services, the theme was 'Excellence in Care' and the programme for the day was packed full of informative, interesting and inspiring presentations delivered by guest speakers from NHS Borders, Fife, Lothian, Scottish Government, the Royal College of Nursing and Care Opinion Scotland.

The then Macmillan Nurse Consultant for Cancer in NHS Borders, Judith Smith gave a presentation about her career in nursing, which led to her being awarded an MBE in 2015. Judith's anecdotes about how nursing has changed over the years, and the opportunities that exist were thought provoking, humorous and emotional. She also described how important it is to embrace change and think about how things can be done differently and better.

# October 2017



# November 2017

Our Obstetrics and Gynaecology team received national recognition when they were awarded the highly prestigious 'Top UK Trust for Gynaecology Training'. This was presented to the Borders team by the UK Specialty Education Advisory Committee at the Royal College of Obstetricians and Gynaecologists at an award ceremony in London.

The award was based on a survey of all 170 departments of Obstetrics and Gynaecology in the UK, which saw NHS Borders voted as the top place for training. We were also highly commended for professional development and overall performance.



"I think that **success** like this only happens with **teamwork**, and that's what we have in our department here. If you have a **good team** you have **good communication**, and that creates a much **safer and more caring environment** for our **pregnant mums and gynaecology patients**."

Dr Brian Magowan, Obstetrics and Gynaecology Consultant at NHS Borders

"Changes Ahead" was the theme of this year's Annual Review, which saw around 60 people in attendance.

Following the Chairman's address there were presentations from Medical Director, Dr Cliff Sharp; Director of Nursing, Midwifery & Acute Services, Claire Pearce; and Director of Strategic Change & Performance, June Smyth.

The day was drawn to a close with an open question & answer session which gave everyone an opportunity to engage directly with the Chairman and presenters.



"This year we shared with you - our patients, carers, staff and local communities - the initiatives we are putting in place to deliver services that will meet your needs not only now but in the future, with our values at the centre of safe, effective patient care."

John Raine, Chairman

November 2017



For a second year we brought festive cheer to the Borders General Hospital with the switch-on ceremony for the Tree of Light. The lights represented dedications made by members of the public in honour of their loved ones.

The chilly but dry weather was welcome as a crowd of staff, patients and members of the public gathered to witness the occasion.

Chairman John Raine greeted those gathered and talked of how the many dedications on the tree represented the many emotions felt throughout the festive season, some joyous and celebratory but also some sad, thoughtful or reflective.

As winners of the Chairman's Award at NHS Borders 2017 Celebrating Excellence Awards, the official switch on of the lights was carried out by members of the Catering Team.

After the lights were switched on Jane Davidson, NHS Borders Chief Executive, thanked all those who had contributed to the evening, those in attendance as well as everyone who had so far dedicated a light on the tree. The ceremony then closed with the new "Health in Harmony" Staff Choir leading everyone in a couple of Christmas songs.

# December 2017



# December 2017

We hosted a highly successful Christmas Supper for long stay patients and their families. All 27 guests thoroughly enjoyed themselves, with a patient's daughter saying she was 'thrilled' that her mother managed to eat a three course meal as well as shortbread, which lifted her mum's spirits.

The event was organised following a suggestion submitted by a member of staff through 'Ask the Board'. The Catering Department and Volunteer Coordinator Joanne Forrest worked with wards on specific dietary requirements, designed personalised invitations and organised kind staff and volunteers to serve the meal and chat to guests.

Last but not least there were a few helpers with special duties: Jamie Bryson, Bed Manager, entertained delighted guests by playing the harp beautifully and Scott Wilson, Health Care Support Worker from Department of Medicine for the Eldery, dressed as Santa and gave Christmas parcels to the patients.

Thank you to everyone who supported the Christmas Supper, especially the Catering Department and those members of staff who kindly volunteered whilst off duty.

"The meal was better than hotels at this time of the year."  
Patient Feedback



# January 2018

The former Cabinet Secretary for Health and Sport, Shona Robison, praised us for making “significant progress” in the face of many challenges.

In her letter following the formal Annual Review, the Cabinet Secretary paid tribute to the work of staff for achievements in many areas of service.

Achievements highlighted included: performance against the four hour emergency care target; performing well in delivering elective access targets and standards; delivering cancer waiting times above national standards; waiting times for Child and Adolescent Mental Health Services well in excess of target and meeting all financial targets.

Welcoming the commitment of the Board and Scottish Borders Council to the integration of health and social care services, the Cabinet Secretary went on to say: “It is clear NHS Borders is making significant progress in taking forward a challenging agenda on a number of fronts. I am confident you are not complacent and you recognise that there remains much to do.”



**“We are under no illusions about the challenges we face with demand for health services continuing to outpace the resources available to us. But it is encouraging to receive such a letter which acknowledges the commitment of staff across the whole organisation to providing the best possible service to Borders people.”**

**John Raine, Chairman**



# January 2018

For a second time we ran a successful Nursing & Midwifery Taster Day for local high school pupils.

S4-S6 pupils came from High Schools across the Borders to hear what it is like to actually be a nurse or midwife from practising NHS Borders staff.

Speakers from Care Homes, Borders College, the NHS Borders volunteering programme and the Nurse Bank then told pupils about career pathways.

Pupils also enjoyed hands-on resuscitation training and a tour of the Borders General Hospital, with one pupil saying: "Now I wish to have a career in nursing more than ever."



**“Nursing is a richly rewarding and diverse career – it can lead you into a range of roles. Our Nursing & Midwifery Taster Day gives young people interested in a healthcare career a glimpse behind the curtain and a chance to speak candidly to practising nurses and midwives about what to expect in the profession.”**

**Claire Pearce**

Director of Nursing, Midwifery & Acute Services

# February 2018

The BGH Pharmacy Team once again headed to the Scottish Pharmacist Awards after being named as finalists for the much-coveted Hospital Pharmacy Team of the Year Award (which they won the previous year).

Now in the ninth year of the awards, judges look for teams with excellent communication and collaborative working practices. They also look for evidence of ongoing and dynamic contributions to the healthcare of patients within its care on a daily basis.

It was a change in the working approach by the BGH team that impressed judges. After identifying innovative ways to prioritise workload, a new rota and work pattern was adopted which enabled the team to provide a more responsive service and deliver more staff training.

The Pharmacy Aseptic Team provide timely treatment to patients and meet national treatment targets which was also recognised by the judges.



**“The team have all worked really hard over the last few years to change and improve the service that they provide by looking at new and innovative ways to work. Being considered for this award for the second year in a row really reflects that.”**

**Alison Wilson**  
Director of Pharmacy

# February & March 2018

Over February and March 2018 we faced severe adverse weather as the 'Beast from the East' swept the country.

Travelling was extremely difficult with many roads closed, remote areas cut off by snow and public transport put on hold.

Yet there were so many wonderful stories of staff going above and beyond during even the worse days - walking to work, helping out in alternative places of work, staying overnight in hospitals or local B&Bs, driving colleagues to work in their own 4x4s and even going on an 'essentials supply run' to the supermarket so that colleagues had necessary items for impromptu overnight stays.



"We continue to be so proud that the resilience and generosity of Borders community spirit shines through NHS Borders."

Robert McCulloch-Graham  
Chief Officer Health & Social Care



# March 2018

Borders Macmillan Centre Appeal reached its ambitious target of £415,000 thanks to many generous donations. Staff and patients celebrated news that 'the difference', the charity behind the 'Give Us A Hand - Help Us Expand' Appeal, reached it's fundraising target to extend and refurbish the cancer facility at the Borders General Hospital.

A generous gift from Borders Caring Services (BCS) - a former social care provision company - who chose to distribute their remaining funds for the benefit of local causes ahead of their closure, helped to boost this great campaign and successfully bring the appeal to a close.



“It is a real testament to how, yet again, the people of the Borders have rallied behind a great cause. We are so grateful to all our donors, fundraisers and supporters.”

Karen Wilson, Fundraising Manager

# Patient Feedback

We encourage patient and carer feedback and collect it 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

Here is just a small selection of this year's feedback.

"The people at BGH don't just fix your body. They restore your faith in humanity."

"I'm deeply indebted to all who treated me when I needed it most. I am very lucky"

"Absolutely fabulous."

Accident & Emergency  
Department, BGH

"Superheros in blue uniforms with green fingers."

"A life raft"

"Supportive and understanding without being patronising."

"It has literally saved my life."

Mental Health Services

"There's no place I would have rather welcomed my baby into the world."

Ward 17, BGH

"Amazingly well looked after."



"Kelso Community Hospital looked after my father so well in his last weeks of life."

Community Hospitals

"Sincere thanks to Eyemouth Day Hospital for their outstanding professionalism."



"I am 90 but there isn't any ageism in the BGH."

"Outstanding care for my parents."

Wards 10 & 12, DME

# Performance

The 2017/18 Managing Our Performance report was presented to the Board in June 2018. The report includes performance information on a range of HEAT standards, the Single Outcome Agreement and Corporate Objectives for 2017/18, and can be read in its entirety online:

<http://www.nhsborders.scot.nhs.uk/media/633999/Appendix-2018-58-End-of-Year-MOP.pdf>

Key achievements highlighted in the report include:



**Alcohol/Drug Referrals into Treatment within 3 weeks**  
Recent achievement of 91% in February and March 2018, exceeding the 90% standard



**Online triage of referrals**  
90% standard achieved for full year, with March position at 93.4%

**Pre-op Stay Days**  
Consistently within the target range of 0.47 standard, with exceptionally good performance across the 12 months

**Breastfeeding**  
33% standard achieved for full year



**Other areas we performed well in are:**  
Day cases  
Emergency Occupied Bed Days for 75+ patients  
62 day cancer standard  
31 day cancer standard  
Admitted to the Stroke Unit within 1 day of admission

Healthcare never stops.

The show must go on even - in fact especially - during these times of unprecedented challenges. Be it a malicious cyber attack or a particularly harsh winter.

We continue to drive forward and develop our organisation, which has been helped this year by several new appointments to our executive team. Together we have faced challenges and celebrated successes.

Our star staff have been recognised locally at NHS Borders Celebrating Excellence Awards and nationally at the Scottish Pharmacist Awards. You have gone above and beyond caring for the people of the Borders - always striving to deliver excellent care in the right place, at the right time and by the right people.

We continue to shine because of you.

Thank you.