



CELEBRATING OUR SUCCESS

2018/2019

WELCOME

It's important to celebrate success in any workplace, but especially within health and social care when the work we do touches so many lives, often profoundly.

Over the past year you - our staff - have achieved great things, big and small. We look forward to Celebrating Excellence across NHS Borders at our Staff Awards ceremony in September with you.

This report, now in its sixth year, reflects just a small selection of the wonderful work that we do together. Partnership is a strong theme throughout the report and its benefits are clear. As we continue to create sustainable and affordable services fit for the future, partnership working locally, regionally and nationally is key. Together we must constantly evolve to meet the changing needs of our communities.

Thank you for helping us strive to further improve our services and provide the excellent care which we are known for, to the people of the Borders who are our colleagues, friends, neighbours, family members and patients.

RALPH ROBERTS
CHIEF EXECUTIVE

KAREN HAMILTON
CHAIR

APRIL 2018

BORDERS CARE CAREER ACADEMY

NHS Borders, Scottish Borders Council, Borders College and SB Cares launched the brand new Borders Care Career Academy (BCCA). The BCCA offers high quality, flexible training to those who choose a career in care, be it through their employers, such as SB Cares and NHS Borders, or through voluntary and independent care providers.

“The BCCA clearly demonstrates the power of partnership working across health and social care. This new innovative course enables our staff to progress professionally and augment their existing knowledge and skills through a robust, yet flexible, learning programme. We welcome the opportunity to actively support, and invest in, the continued development of our staff which in turn will enhance patient care and experience across our services.”

Robert McCulloch-Graham | Chief Officer Health & Social Care



AWARD WINNING TEAM TEACH TRAINEES

MAY 2018

Obstetrics and Gynaecology Trainees from across Scotland gathered at Borders General Hospital for a teaching day. Leading the day was our Obstetrics and Gynaecology team who won the highly prestigious 'Top UK Trust for Gynaecology Training' category at the Royal College of Obstetricians and Gynaecologists 2018 Awards.

We are delighted to have a strong knowledgeable team who effectively share their expertise with colleagues from other health boards.

Dr Brian Magowan
Obstetrics & Gynaecology
Consultant

Quality training and professional development ensures staff can better deal with challenging situations.

Dr Cliff Sharp
Medical Director

The teaching day focused on important topics such as early pregnancy scanning and forceps deliveries. Event attendees gave positive feedback on the "informative, interesting and interactive" sessions.



JUNE 2018

LEARNING DISABILITY NURSE WINS AWARD

Learning Disabilities Liaison Nurse Alan Lawson won Scotland's 2018 Unsung Hero Award at the annual Scottish Learning Disability Nursing Network conference.

The Award recognises the outstanding contribution that Alan, who is based at the Borders General Hospital, has made as a Learning Disability Nurse working in Scotland.

Alan made life simpler for my son by giving reassurance & encouragement. He's a credit to your team.

Carer

Alan goes above and beyond, continually coming up with new & different ways to support service users to improve their experience.

Claire Pearce

Director of Nursing, Midwifery & Acute Services

JUNE 2018

PROJECT SEARCH INTERNS GRADUATE

Our second intake of Project SEARCH interns graduated from the one year course that NHS Borders run in partnership with Scottish Borders Council and Borders College.

Eight interns completed work experience rotations in various settings across NHS Borders - such as Laundry, General Services, Medical Records and Community Hospitals - acquiring competitive, transferable and marketable job skills as well as gaining independence, confidence and self-esteem.

*Thank you for
being patient
with me &
showing me how
to do a good job.*

*My mentor
made me feel
very welcome &
like part of the
team.*

*Our mentor was
always there for
us, she is very
approachable &
good fun.*



"A big congratulations to our Project SEARCH interns who have successfully completed their internships. We have thoroughly enjoyed having them work with us and I am thrilled that they have equally enjoyed their experience with us."

"Young people with a learning disability face many barriers to employment and Project Search has been highly successful in being able to deliver opportunities throughout Scotland. It is fantastic that we are able to offer a series of good quality internships to young Borderers."

Rob McCulloch-Graham | Chief Officer Health and Social Care

**PROJECT SEARCH
INTERNS GRADUATE**

JUNE 2018

70 YEARS OF THE NHS

JULY 2018

HAPPY 30TH BIRTHDAY BGH

July marked the 70th Anniversary of The National Health Service, which was founded on the 5th July 1948.

Locally there were additional celebrations for the 30th birthday of our very own Borders General Hospital (BGH).

To commemorate these milestones a number of events were held, from free art workshops and birthday cake (pictured right) to local tea parties across NHS Borders.

We also welcomed visitors, staff, patients and their families to a special service of celebration in our Tryst at the Borders General Hospital.



AUGUST 2018

FIRST BGH BABY TURNS 30

The Borders General Hospital celebrated its 30th birthday with a special visitor - the first baby born in our Labour Ward.

David Matthew Szatyłowicz was born on 1st of August 1988 at 14:55 weighing 9lb 0.5oz.

Galashiels local David, and his mum Sonya, visited the BGH Labour Ward with a gift bag of surprises for the first baby born 30 years later.



Being the first mum to give birth in the BGH was very memorable. I felt special & cared for throughout my hospital stay.

Sonya Szatyłowicz | First BGH Mum

SEPTEMBER 2018

DIVERSITY
WEEK

For a second year running Scottish Borders Diversity Week was hosted by NHS Borders and Scottish Borders Council in partnership with local organisations.

This year focussed on the theme of “Belonging” with a week-long programme of interesting, fun and interactive events such as creative writing workshops, a Transgender Conference and an International Food Taster night to name a few.

The week finished with a popular Celebration Day and Exhibition at Borders College.

Diversity Week encourages & empowers our local communities to learn from each other & value the diversity that already exists here in the Scottish Borders.

Dr Tim Patterson

Joint Director of Public Health



SEPTEMBER 2018

ORGAN DONATION WEEK

For Organ Donation Week we urged Borderers to join the NHS Organ Donor Register by lighting up Melrose Abbey as part of the national awareness week.

Lighting up the iconic Melrose Abbey in support of Organ Donation was very atmospheric. It was a real talking point across the Borders which highlighted just how important organ donation is.

Dr Cliff Sharp | Medical Director



PATIENTS PRAISE ALPACA VISIT

OCTOBER 2018

Patients and staff had unusual visitors when the Velvet Hall Alpaca Herd came to Hay Lodge Hospital. The visit provided a welcome change from routine, improved patient moods and encouraged tactile stimulation and movement, which is often calming and relaxing.

Activity Coordinator, Shonagh Milne, who organised the event said: *“We strive to make our patients’ time within hospital as worthwhile as possible. Part of this is promoting independence which aids recovery and helps our patients to get better more quickly.”*



NOVEMBER 2018

MUMS AND TOTS GRADUATE

Almost thirty people gathered at Langlee Community Centre for our first ever Family Nurse Partnership Graduation Event which celebrated 22 first time young mums and their children completing the Partnership Programme.

This voluntary home visiting programme, which is run in partnership with NHS Lothian, provides regular specialist family nurse support to help first time mums, aged 19 years or under, to have a healthy pregnancy, improve their child's health & development and plan their own futures to achieve their aspirations.

I don't know where I would be if it wasn't for the help of Family Nurse Sharon and the rest of the Family Nurse Partnership. They have helped my son and I more than they will ever know.

Graduating Mum | Family Nurse Partnership Programme





DECEMBER 2018

BRINGING FESTIVE CHEER TO OUR PATIENTS

Our Christmas Supper for Department of Medicine for the Elderly (DME) patients and their families was back for a second year due to popular demand.

Around twenty guests enjoyed a delicious three course meal prepared by our very own Catering Department. The occasion was made extra special with crackers, a visit from Santa and live entertainment from a kind volunteer who played Christmas carols on the harp.

Thank you to our staff and volunteers who generously give their time to make these suppers happen. It means a great deal to our patients and their families and provides them with an opportunity to create another special shared memory.

Nicky Berry | Director of Nursing, Midwifery & Acute Services

JANUARY 2019

UNANNOUNCED INSPECTION REPORT

Our staff do really good work every day caring for our patients in a friendly, approachable and courteous way whilst ensuring their dignity, respect and privacy.

We are delighted Inspectors observed this and heard positive feedback from patients about the quality of care they receive at Borders General Hospital.

Nicky Berry

Director of Nursing,
Midwifery & Acute Services

Following an unannounced inspection to the Borders General Hospital in November 2018, which looked at older peoples' services, Healthcare Improvement Scotland (HIS) issued a report.

This highlighted a number of areas of good practice such as our rapid assessment and discharge team; well-coordinated patient mealtimes and prevention work around pressure ulcers.

The report also recognised the improvement work we have undertaken through our 'Back to Basics' programme since the last inspection in June 2017 and noted that 'training and education has been given a high priority' by the organisation.

FEBRUARY 2019

VOLUNTEER ANNIVERSARY

This month marked one year since we introduced Mealtime Volunteers at the Borders General Hospital.

These volunteers ensure patients have enjoyable mealtimes by preparing areas for the arrival of meals, encouraging patients to wash their hands, helping them open condiments & containers and complete menu cards for the following day.

Another important part of the role is taking time to chat with patients. For many, this social interaction brings a welcome change to their hospital routine, promotes wellbeing and improves patient experience.



It's lovely to have someone to chat to over lunch, it really brightens up your day. It's also useful to have someone help with the little fiddly things like opening sauce packets.

Patient

I wanted to give something back for the many operations I've had in the BGH. I really enjoy volunteering, it's got me meeting people, socialising & having good banter!

Volunteer

VOLUNTEER ANNIVERSARY
FEBRUARY 2019

MARCH 2019

EVERYDAY HERO AWARD



The only Scottish finalist in the Unsung Hero Awards was our very own 'thoughtful and caring' mortuary worker, Karen Shields, who scooped up the Everyday Hero (Ancillary) Award.



These annual awards honour non-clinical NHS staff and volunteers, with winners selected from hundreds of nominations across the UK following an intensive judging process.

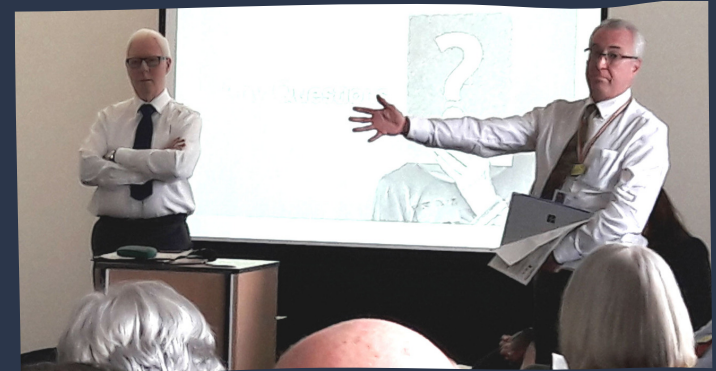
MARCH 2019

ANNUAL REVIEW

We welcomed around 60 Borders residents to our Annual Review at the Galashiels Transport Interchange. John Raine, Chairman of NHS Borders, opened the session and introduced two brief presentations.

During a question and answer session everyone was asked to share their views and experiences, offer suggestions or ask questions.

This was a valuable opportunity to engage directly with our Board Members as well as Joe Fitzpatrick, MSP Minister for Public Health, Sport & Wellbeing and Shirley Rogers, NHS Scotland Chief People Officer & Director of Workforce, Leadership & Service Reform.



PATIENT FEEDBACK

We encourage and collect feedback through:

- Commendations and complaint letters
- Complaints cases referred to the Scottish Public Sector Ombudsman (SPSO)
- Care Opinion online feedback
- The '2 minutes of your time' feedback system

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

*The care I received whilst in **Ward 17** was exceptional. The midwives, theatre staff and doctors treated me with the upmost respect & made me feel safe at a time when I was feeling extremely vulnerable.*



Patient | Maternity Services

Everyone involved in my care swung into action to help & the support I received was first class.



Patient | Mental Health Crisis Team

*I didn't have many visitors and the **learning disability nurse** took time to make sure I was OK. He was very helpful for my staff too.*

*I can only praise the **AAU & MAU wards**. Highest standards from cleaners all the way up to consultants!*

*My mother who is 79 years old with dementia recently attended **Hay Lodge Hospital** in Peebles. The service she received was phenomenal. Mum was treated with dignity and patience. My father could not praise the service enough.*

*My sincere thanks for the way I was treated – the **orthopaedics** staff were professional, friendly and caring. I doubt the care I received could be exceeded.*



PATIENT FEEDBACK

PERFORMANCE

Our 2018/19 Managing Our Performance report includes performance information on a range of HEAT standards, the Single Outcome Agreement and Corporate Objectives.

Key achievements highlighted within the report include:



37.1% of mums breastfeeding at 6-8 weeks exceeding the 33% target



Pre-op stay days well within the target range of 0.47 (at 0.02 Jan 2018)



Achieved 93% against the 90% target for psychology therapy waits under 18 weeks

We also performed well against the following standards:

31 day cancer standard | 90% of all referrals triaged online | A&E 4 hour standard
18 week referral to treatment | learning disability waiting times (over 18 weeks)
90% of alcohol/drug referrals into treatment within 3 week



THANK YOU