

Foreword from NHS Grampian Chief Executive

Welcome to the Spring/Summer 2017 edition of NHS News. I am delighted at the progress being made with our new and existing health facilities across Grampian, due to our commitment to invest £300 million over the next five years.

These include the £14.6 million Inverurie Health and Social Care Hub, which will be the biggest facility of its kind in the country, and will provide new and additional services to patients in Aberdeenshire.

Also, the new Foresterhill Health Centre will provide GP services for 15,000 patients and is a huge step forward in the standard of facilities available.

This relocation creates space for the new £150 million Baird Family Hospital and ANCHOR Centre, which will be world class facilities ensuring healthcare in Grampian remains at an excellent level for our patients and staff for generations to come.

I am fiercely proud of the quality of care we provide and that our patient satisfaction levels are consistently high. I also think it is important to be open about the challenges we face and decisions we make.

It is regretful that one of the challenges currently faced is a shortage of skilled staff in some specialities, resulting in some patients waiting longer than expected for their outpatient appointments and inpatient procedures.

Waiting for an appointment or procedure can be very stressful and I am truly sorry for the inconvenience this may be causing anyone.

I would like to thank those affected for their patience and offer assurance that we are exploring every possible avenue to improve this situation.

Postponement is not a decision that is ever taken lightly, and our clinical staff continue to review those waiting to ensure urgent and emergency cases are seen as a priority. We are also writing to those affected; apologising for the delay and offering an explanation.

Unfortunately, attracting certain specialist medical staff to the north east can be challenging, partly due to the relatively high cost of living. However, we have had significant success recently with new innovative recruitment methods and we continue to promote Grampian as a great place to live and work, especially with the world class facilities being developed.

Malcolm Wright
Chief Executive NHS Grampian

'Welcome Wards' Hospital Visiting Times Shake Up



NHS Grampian has announced plans for the biggest shake up of hospital visiting times in more than a generation. Visiting times will be changed so that friends, relatives and carers are able to visit at times matching the needs and wishes of each individual patient.

Professor Amanda Croft, Director of Nursing, Midwifery and Allied Health Professionals, said the change will benefit over 100,000 people every year.

"We know being in hospital can be a difficult time for both patients and their families and we want to do everything we can to ease that," Professor Croft said.

"There is also a lot of evidence that having appropriate support available from those close to us can significantly help with recovery.

"We are really excited to be able to do this. In Grampian, we had huge variations in visiting times and it wasn't always easy to follow for patients or visitors.

"We've worked closely with the public as well as staff on this and we know it's something people are really keen for us to pursue."

"This is the biggest change to visiting we've seen in a generation and there will

be adjustments for everyone involved including patients, visitors and staff. There is still work to do and this isn't 'open' visiting but 'patient centred' visiting.

"There will be occasions when, for clinical reasons, visitors may be asked to come back later or move to another area of the ward for a short period. I think everyone can understand that. We need visitors to work with staff to do what's best for the patient and I am sure they will.

"Really, it's that spirit of cooperation and working together with patients and those closest to them to provide the best care possible that is at the very core of this change.

"We know some patients need space and time to rest when they are ill and would actually find round the clock visiting stressful.

"That's one reason we haven't gone for completely 'open' visiting. Instead, 'Welcome Wards' is about setting times that suit the needs of each individual patient, as well as the circumstances in the ward environment. There are a number of factors that need to be considered."

The health board will begin to introduce the changes in some areas from June onwards.



Following Ofcom's decision to withdraw all 0500 telephone numbers, the numbers for **healthpoint** and the **Smoking Advice Service** have changed.

Both services can be contacted on
08085 20 20 20

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Dementia friendly disco for Aberdeen

Aberdeen's first dementia friendly disco launched onto the dance floor in March this year. This exciting event saw a fantastic turnout and enjoyed a party atmosphere.

The idea came from Ann Duncan, who cares for her husband. She said "Bill and I love nothing better than to have fun dancing to great music, but we had nowhere to dance during the day until now. For us it's got nothing to do with dementia it's about enjoying ourselves with like minded friends in a welcoming place. We can't thank everyone enough for making this happen."

One of the event organisers, Hayley Buchan, said "This event has been a great success. Wellbeing isn't just about being physically active; it's about being socially active too, and we hope that the disco will become a regular event for Aberdeen's social calendar. Whether you fancy a dance or some company and a chat, why not come along and give it a go?"

If you would like to find out more contact Hayley Buchan, Wellbeing Coordinator, by emailing hbuchan@aberdeencity.gov.uk



#YouChoose Moray

Last year £40,000 was divided across Moray to groups working in areas relating to health and wellbeing as part of the #YouChoose Moray.

Over 45 applications were made by community groups hoping to secure a small grant of up to £2000.

Local people had the opportunity to vote on the various projects at a number of events held across Moray.

A spokesperson from tsiMORAY

who managed the fund said "You Choose Moray has been a fantastic initiative that has supported a number of local groups to continue the work they do. What's more, the interest from the public has been fantastic, with 475 people choosing to attend and vote."

If you would like to find out more about #YouChoose Moray you can email Elidh@tsimoray.org.uk or phone 01343 205267.

Neighbourhood health fund supports projects across Aberdeen city



Miscarriage Information Support Service (MISS) launch event after receiving funds on 28th of February at Danestone community centre.

The Aberdeen Health and Social Care Partnership are pleased to announce that approximately £61,000 has been allocated through the Neighbourhood Health Fund to 44 different projects across the city.

The funding will support a range of initiatives from food and growing projects, support groups and playground development.

The key aim of Neighbourhood Health funds is to kick-start local initiatives to improve health and wellbeing. Elaine McConnachie Public Health Co-ordinator said "We are delighted how well this local funding program has gone and we want to thank everyone involved. We are now looking forward to building on this success with more funding for next year."

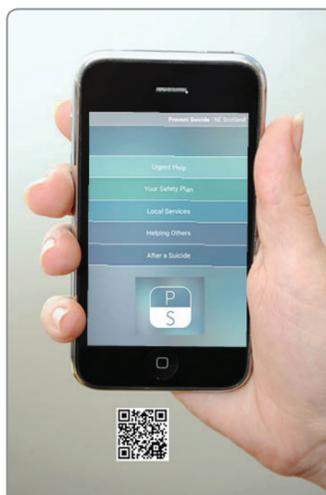
Further Neighbourhood health funding will be available from May 2017. If you have a project in Aberdeen city which requires funding, please visit www.neighbourhoodhealth.org.uk or email nhsgrampian@nhs.net for further information.

Hear 2 Help – NHS Grampian Audiology Department and North East Sensory Services

Audiologists from NHS Grampian have trained volunteers from North East Sensory Services (NESS) to carry out hearing aid maintenance.

Drop-in sessions are available to anyone who uses an NHS hearing aid at NESS, 21 John Street, Aberdeen, AB25 1BT, on the second and fourth Tuesday of each month between 10am and 12noon.

In Elgin, patients can arrange hearing aid maintenance with NESS volunteers at Dr Gray's Hospital by contacting the Audiology Department.



18,000 users of prevent suicide app in first year

An app designed to help prevent suicides in the north east, has been used more than 18,000 times since it was launched at the end of March.

The app, which is available on all platforms, is a way of allowing people to gain knowledge of suicide prevention without having to directly engage with mental health services which many people shy away from.

It not only gives the user access to a huge range of helpful organisations but allows them to write their own safety plan which can help them through difficult periods when they are at heightened risk of suicide.

NHS Grampian provided funding for the app and it is being supported by Aberdeen City Council, Moray Council and Aberdeenshire Council. Suicides in Aberdeen and Aberdeenshire reduced by nearly a third in 2016.

People can download the app by searching for Prevent Suicide NE Scotland on Google Play, App Store, Amazon. You can also access the web version at www.preventsuicideapp.com

As part of its joint sensory support services, NESS provides social work support, lip-reading classes, and specialist equipment, helping you to manage and live with your hearing loss.

If you would like to find out more, you can do so by emailing info@nesensoryservices.org or phoning 0345 271 2345 or by texting 07593 102 004.

Your Voice Your Choice

Following last year's successful pilots in Fraserburgh and Peterhead, the Your Voice Your Choice initiative has now been expanded to include all six administrative areas in Aberdeenshire.

Your Voice Your Choice uses what is known as Participatory Budgeting to distribute funding to local projects that will improve health and wellbeing.

Anyone who has an idea for a project that requires funding will be asked to submit an application. People from that area will then be asked to vote for which projects they think should receive a share of the fund.

Last year following the public vote, 17 projects shared £100,000 in Fraserburgh



and 12 projects shared the same amount in Peterhead. The successful projects included a minibus for Sea Cadets which is also used by other community groups, a Mens Shed, Café for people battling addictions, walking groups and first responders.

If you would like to submit an application, or require further information please visit www.yourvoiceyourchoice.scot



Award winning volunteering

A local couple have been recognised for the "incredible" work they do in the community.

Volunteers Kathleen and Bob Mchaffe received the award at the recent Heart Award Ceremony, organised by Aberdeen City Health and Social Care Partnership.

It recognises Bob and Kath's work in several initiatives including Aberdeen FC Community Trust, where they are Health Walk and Technogym Leaders. They also run chair based exercise classes for older people.

After the awards, Liz Howarth from NHS Grampian caught up with the couple at Aberdeen Football Club's Technogym to find out more.

"I retired about nine years ago, and I had a very busy job," said Kath, who is now 72 and worked as a Child Care Manager. "I wanted to stay active so we got involved with AFC Community

Trust. We did our Health Walk Leader Training then became Technogym Instructors."

Kath, who is busy most days with various voluntary roles, continued: "It gives me great pleasure doing things for others, and I'm happy it helps to bring people together as well as stay active and socially connected."

Jean Dodds, whose husband Keith has Parkinson's, Vascular Dementia and Alzheimer's and who participates in the classes, said: "This is the only form of exercise Keith does as movement is really difficult for him. I can see that he really enjoys it and that makes me happy. I can't praise AFC Community Trust enough."

If you would like to get involved with Dementia Friendly Wellbeing at AFC Community Trust, phone 01224 650400 or email dementiafriendly@afccommunitytrust.org

Royal Voluntary Service Aberdeen

Royal Voluntary Service Aberdeen provides support to older adults living in Aberdeen City. By providing practical, social and emotional support Royal Voluntary Service can help older people to feel safe, independent and connected to their community.

They are looking for enthusiastic individuals to join our team of volunteers. They have opportunities to suit all availabilities, and will work with you to find a role you are happy in. They are specifically keen to recruit volunteers for the following roles:

- Transport volunteers – As a driver, you can help older adults access activities in the community, including appointments, shopping, and reconnect with friends.
- Companions – Visiting a service



user weekly for a chat and a cup of tea provides social interaction that many older adults are missing.

If you would like to find out more you can email aberdeenhub@royalvoluntaryservice.org.uk or phone 01224 937110.

New Aberdeenshire Medal Routes on mobile app



Medal Routes are three short circular walking routes that start and finish at the same location. These routes are designed to take approximately 15, 30 and 60 minutes.

NHS Grampian is working with Ramblers Scotland to add walking routes to the app. Eight sites in Aberdeenshire will be available on the walking routes mobile app. Inverurie Hospital will be the main site, with Kincardine, Portlethen, Inverbervie, Peterhead, Crimond, Aboyne and Glen of Dee also offering Medal Routes.

The free Medal Routes app (Ramblers Medal Routes) is available via Google Play or on the app store. The national Medal Routes initiative is a partnership project funded by Scottish Natural Heritage, Paths for All and the Ramblers Holidays Charitable Trust.

All Medal Routes are available to download online.

For more information contact Carolyn Lamb, Public Health Coordinator by email carolynlamb@nhs.net or by phone 01467 672704.

Support to get people affected by cancer moving

'Move More Moray' classes have been specifically designed for people affected by cancer, and are being run by Macmillan Cancer Support in partnership with Moray Council.

The free sessions include circuits and walking groups, and will see gentle movement classes following in late summer.

Traditionally people were told rest is best but extensive research has shown that being active both during and after treatment is both safe and hugely beneficial.

It is hoped that the sessions will not only help people cope with the side effects of treatment, but also provide an opportunity to meet others in a similar situation and reduce feelings of loneliness and isolation that a cancer diagnosis can bring.

Macmillan Move More Development Officer Caroline van der Heiden said: "We want to make sure that everyone affected by cancer has access to appropriate physical activity and we are hoping to expand the number of classes on offer over the next year."

If you would like to find out more or get involved, you email movemore@moray.gcsx.gov.uk or phone 01343 563642.



Discover, Debate, Discuss...

The University of Aberdeen delivers events throughout the year to encourage researchers and members of the public to come together to share knowledge and inspire discussion.

Café Med invites researchers and clinicians to discuss how current research is being used to improved treatments. Join us at 6pm on 22nd May at The Suttie Centre Café, Foresterhill Campus, to hear the latest research on stroke survival, and 12th June for the latest findings on inflammatory bowel disease research.

Café Sci invites top experts to share the latest in scientific research. The next event, exploring electrotherapies for repair of skin wounds and nervous system damage takes place at 7pm on 24th May in Waterstones, Aberdeen.

PechaKucha nights at the Belmont Picturehouse in Aberdeen are evenings of inspired visual talks. Join us at 7pm on 23rd May for an evening of topical presentations covering issues such as mental health and widening access to medical training.

For more information you can visit www.abdn.ac.uk/events or phone 01224 273274.



Grampian Pain Support

Grampian Pain Support (GPS) is a self-help group which supports people who live with chronic pain and their relatives/carers. GPS is jointly run by people affected by chronic pain and those working in the field.

Monthly meetings are informal and include talks, discussions and physical therapies, as well as a chance to be amongst other people who

know what it is like to live with chronic pain.

Meetings are held at The Health Village on Frederick Street in Aberdeen on the first Friday of each month (except January) between 12 to 2pm. Everyone is welcome.

If you would like further information you can email

grampianpainsupport@btinternet.com or phone 01224 783217.



Did you know that NHS Grampian coordinates a Youth Forum to enable young people to get involved in developing local services? If you are between 14 to 25 years old and would like to find out more, get in touch by emailing elizabeth.howarth4@nhs.net



NHS Grampian - Involving You

The NHS Grampian Public Involvement Team exists to support people and communities to get involved in the work of NHS Grampian. If you are a member of a community group who would like to find out more, get in touch and we can provide you with a free, short interactive workshop that will give you lots of ideas and information to help you get involved.

Contact elizabeth.howarth4@nhs.net

Gym for the mind



The Moray Wellbeing Hub is a social enterprise which supports people in Moray to look after their mental health.

The Moray Wellbeing Hub works alongside local health services to make courses and support available to anyone.

Courses have been designed to help anyone wanting to get more from life including managing a long-term condition.

The aim is to challenge the stigma surrounding mental health that prevents people not only getting help during a crisis, but also taking care of their emotional wellbeing and building resilience to help prevent difficulties in the future.

If you would like to get involved or find out more about the Moray Wellbeing Hub, please visit the website at

www.moraywellbeinghub.org.uk or phone Heidi Tweedie on 07989331651.

Have Your Say – Get Involved

Patients and members of the public are involved in the work of NHS Grampian in lots of different ways – helping to make a difference to services now and our future plans.

The Public Involvement Network (PIN) is made up of patients, carers and members of the public and is open to anyone. Members do not need any special skills, knowledge or experience – just an interest in health services across Grampian.

There are lots of opportunities in which you can get involved in the work of NHS Grampian, from monitoring of cleaning services in the hospital, attending events and focus groups, participating in our forums and attending various committees and other meetings.

If you would like to get involved or find out more, please get in touch with our Public Involvement Team, either by emailing nhsg.involve@nhs.net or by phoning 01224 558098.

Let us know your thoughts about NHS News

We hope you find this edition of NHS News interesting, informative and useful. Please get in touch to tell us what you think and also what you would like to see in future editions.

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nhsg.involve@nhs.net



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We look forward to hearing from you!