

with chronic diseases to take care of their health. The Change Fund initiative was helping to ensure that public sector partners worked together with the third and independent sector to transform health and social care for elderly people.

Mr Matheson asked about the care being provided to young people with mental health problems in adult facilities. It was confirmed that the Board was committed to using the new facility being built in Perth. Meanwhile, young people were being accommodated locally in an environment adapted for them and were receiving care from staff trained to meet their needs.

Finance and Efficiency

The review heard that the Board had achieved all its main financial and efficiency savings targets in 2010/11. The financial position at month 6 of 2011/12 was also on target. A strong programme of service improvement was being taken forward to deliver further efficiency, while ensuring quality and safety was not compromised. The most significant was the Board's Safe and Affordable Workforce initiative, which had scrutinised the workforce across the entire organisation in partnership with staff. Significant savings had been made on locum staff and through improved procurement practice and stockholding.

Conclusion

The Minister concluded that the Annual Review day had been a very constructive one. He thanked those who deliver patient services on a daily basis. It was particularly noted that many staff had gone the extra mile during the severe winter of 2010/11. The Minister also thanked the members of the public who had taken the time to participate in the day.

How to find out more

You can find this document on www.nhsgrampian.org, which also has detailed information about NHS Grampian.

If you would like more information on specific issues and initiatives, or about becoming involved in planning health services in Grampian, please contact:

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Annual Report 2010/11

The Annual Review of the performance of NHS Grampian

Useful contacts

NHS Grampian Switchboard	0845 456 6000
Free healthline	0500 20 20 30
Dental Advice Line	0845 456 5990
NHS 24	08454 24 24 24
NHS Grampian Feedback Service	0845 337 6338
Smoking Advice	0500 600 332

www.nhsgrampian.org

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NHS Grampian is responsible and accountable for health improvement, health protection and the provision of health services for the population of Grampian.

This Annual Report and the Annual Review process give the opportunity to highlight some of our key activities and achievements during 2010/11.

We have much to be proud of. We recognised some years ago that to fulfil our responsibilities to an ageing population and within a challenging economic climate, we had to do things differently. Our Healthfit strategy set a clear direction for providing timely, high quality care and treatment in the most appropriate setting. Healthfit has provided the firm foundation for continuous change to improve and modernise the health system in Grampian

since then. Our emerging Health and Care Framework takes this even further with a clear vision for a radically different health system by 2020. To deliver this, we need to work together with partners in local authorities, the third (voluntary) and the independent sectors, and in communities, to support people to stay at home, anticipate their changing needs and to improve their health and wellbeing.

The achievements presented in this report would not be possible without the continued commitment and hard work of all the staff of NHS Grampian. The outstanding contribution made by staff was an over-riding theme of the Annual Review day and I thank everyone for their commitment and care.

Bill Howatson
Chairman, NHS Grampian



Mr Matheson met the Neurosciences team



Keeping active



Ensuring hand hygiene



Involving the public

This Annual Report is a brief summary of the performance of NHS Grampian. Our website, www.nhsgrampian.org, has much more information including:

- The full self-assessment completed by NHS Grampian prior to the meeting and an 'At a Glance' summary of performance against key targets.
- The formal response from the Minister for Public Health following the Annual Review meeting on 1st November 2011.
- The Annual Accounts for 2010/11.
- The Grampian Health Plan and how to get involved in working with us to plan for the future.
- Our Health and Care Framework.
- Details about NHS Grampian, how to keep well, and about using health services.

The Annual Review

The performance of NHS Grampian is assessed formally by the Scottish Government Health Directorates through the Annual Review process. This includes a meeting in public, where major areas of performance are discussed, followed by questions from the audience.

In 2011, the public meeting took place on 1st November at Woodhill House in Aberdeen, and can be viewed on our website www.nhsgrampian.org.

In advance of the Annual Review, the Board produces a self-assessment report on its performance. The topics are determined by the Scottish Government and include performance against national targets, as contained in the Board's Local Delivery Plan.

This year, the Annual Review was conducted by Michael Matheson, Minister for Public Health.

As part of the day, Mr Matheson met patient representatives from across Grampian to hear about their experiences of using our services. He also met representatives of the Grampian Area Partnership Forum and Area Clinical Forum to discuss how the Board engages and involves them in its business.

Mr Matheson then visited Aberdeen Royal Infirmary (ARI) where he met representatives of Community Food initiatives North East, a social enterprise which sells fruit and vegetables and other healthy produce in the hospital each week.

He then visited Ward 40 at ARI and met the Neurosciences team who have been performing awake craniotomy procedures.

In these, the patient is awake during some, or all, of the surgery, so that the neurosurgeon, applying electrical stimulation to the brain, can monitor any sensory, motor and speech effects, as well as any effects on more complex cognitive functions. Two former patients spoke positively with the Minister about their experiences.

Highlights from the Annual Review Public Meeting

Improving the Quality of Care and Treatment for Patients

The review discussed how NHS Grampian was implementing the national Quality Strategy and how progress was being monitored. The Minister commended the Board for the considerable work undertaken to strengthen the quality of care and patient safety. He heard that patient safety walkrounds had been extended to primary care and that improvements had been put in place as a result of these. The Patient Safety Programme continued to be a great success locally, with staff and the public engaged in ensuring compliance with standards, such as those for hand hygiene and cleanliness. Both ARI and Dr Gray's Hospital performed well against the Hospital Standardised Mortality Ratio measure.

Mr Matheson congratulated the Board for the huge reduction in *Clostridium difficile* cases. There was a complete programme of activity to ensure full delivery of the other Healthcare Associated Infection targets. Healthcare Environmental Inspections had been made at ARI, Dr Gray's, RACH and Aberdeen Maternity Hospital and all confirmed that the hospitals were clean. Action plans had been agreed to address requirements and recommendations.

Mr Matheson was pleased that the Board continued to improve waiting times, on a sustainable basis. The 18 week referral to treatment target was expected to be delivered

as planned by the end of 2011. Meeting the 62 day access target for urgent referrals for suspected cancer was proving more challenging, but capacity was being increased and the Board was confident that this too would be delivered by the end of 2011.

Improving Health and Reducing Inequalities

Mr Matheson congratulated the Board on performing strongly against Health Improvement and inequality targets including cardiovascular health checks, alcohol brief interventions, smoking cessation and child healthy weight interventions. Initial progress had been slow but by adopting approaches to meet the needs of individual communities, such as smoking cessation being provided in community pharmacies, and alcohol brief interventions taking place in A&E, the position had been recovered. It was noted that the rate of registration with an NHS dentist for children remained below target, although there were no children on the waiting list for a dentist and performance against oral health measures was good. The Minister was reassured that a lot of good work was being undertaken locally to support an increase in breastfeeding, particularly focused at disadvantaged and vulnerable communities.

Shifting the balance of care

NHS Grampian's Health and Care Framework and Vision for 2020 was discussed. There was a clear focus on supporting older people with complex needs at home and supporting those