



Annual Report 2012/13

The Annual Review of the performance of **NHS Grampian**



NHS Grampian – caring • listening • improving

This Annual Report and the Annual Review process give the opportunity to highlight some of the key activities and achievements of NHS Grampian during 2012/13. In this brief report it is not possible to do justice to all we have achieved and I urge readers to look at the more comprehensive sources of information mentioned throughout this report.

It was a pleasure to welcome Public Health Minister Michael Matheson MSP back to Grampian this year and to showcase the good work being done by our dedicated staff and volunteers. It also provided the opportunity to look to the future and the exciting plans we have to transform how services are provided in line with our Healthfit 2020 vision. Through its implementation,

individuals will be supported to make the best decisions about their own care and to choose the right service when they need it. Through active participation in a range of Patient Safety and Patient Experience initiatives we will continue to ensure a safe and person-centred approach.

In NHS Grampian we have adopted the values of Caring, Listening and Improving. These values underpin all that we do. We actively seek feedback from patients and the wider population, as well as our staff, with the aim of supporting a culture of continuous improvement.

Councillor Bill Howatson
Chairman, NHS Grampian

Main picture: The Public Health Minister (left) visits the Recovery Resource Centre's garden.



Successful smoking cessation



Improving oral health

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

- The full annual review self-assessment completed by NHS Grampian.
- A letter from the Minister for Public Health summarising the outcome of the Annual Review day.
- A video of the Annual Review public meeting.
- The Annual Accounts for 2012/2013.
- The Grampian Health Plan and Healthfit 2020 vision.
- How to get involved in working with us to plan for the future.
- Details about NHS Grampian and about using health services.

What is the Annual Review?

The performance of NHS Grampian is assessed formally by the Scottish Government Health Directorates each year through the Annual Review process. This includes a meeting in public, where major areas of performance are discussed and the audience can ask questions. In 2013, this meeting took place on 7th October at Curl Aberdeen. In advance of an 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.

The Annual Review day consists of several meetings and visits. This year, Minister for Public Health Michael Matheson met the Area Clinical Forum, the Staff Partnership Forum, a group of patients and carers and members of the NHS Grampian Board.

The Annual Review also provides the opportunity to showcase an aspect of service delivery. As the review took place during Mental Health Week, the Ministerial team visited the Recovery Resource Centre at Royal Cornhill Hospital. This is a therapeutic environment within mental health services, offering a range of treatment options to address health inequalities and aid the recovery of individuals. The Minister met staff and patients in the centre's gym and also members of the very successful hill-walking and gardening groups.

Some highlights from the Annual Review

Meetings with staff and patients

The Minister provided positive feedback on all his meetings and his visit to the Recovery Resource Centre. From these he noted that good partnership working with staff in Grampian remained a priority. He thanked the patients who met him for their openness



Winners of the first GRAFTAS

and willingness to share experiences. He noted the Area Clinical Forum's determined focus on clinical quality and innovation to promote patient safety. He welcomed the Grampian Recognition Awards for Teams and Staff (GRAFTAS) and the positive impact these had on morale.

Public meeting

Chairman Bill Howatson made a short presentation summarising the Board's performance against key standards and targets. He also reported on progress with actions agreed at the 2011/12 Annual Review. He outlined the action the Board had been taking to ensure care provided was safe, effective and patient centred. He looked forward, highlighting the NHS Grampian Healthfit 2020 vision which sets out a future for health and healthcare in the north east of Scotland. The audience also heard about two strategic programmes of work, planned care and unscheduled care, that were being taken forward to deliver change. He concluded that there were exciting and challenging times ahead. A video of the public meeting is available for viewing at www.nhsgrampian.org.

Members of the public asked a range of questions which were answered by the Ministerial and Board teams. These covered GP opening hours, diabetes support, heart failure specialist nurses, NHS staff salaries and primary care premises in new and expanding areas.



Transforming unscheduled care

Meeting the NHS Grampian Board

The Ministerial team met Board members and senior management of NHS Grampian. Discussion focused on delivery of the six NHS Scotland Quality Outcomes included in the self assessment report.

Everyone gets the best start in life, and is able to live a longer, healthier life

The excellent performance on successful smoking cessation was noted, as well as the improvements in oral health services. The challenge of meeting the 'access to cancer treatment within 62 days' standard was discussed and the Board was urged to continue to implement the plans for increased local capacity which would ensure sustained good performance.

Healthcare is safe for every person, every time

The areas of good practice at Aberdeen Royal Infirmary and Royal Aberdeen Children's Hospital, identified by the Healthcare Environment Inspectorate, were welcomed, however there had also been areas where improvement was required. It was confirmed that robust action plans were in place. The Board was also asked to ensure renewed effort to deliver the new targets for 2015 for further reductions in healthcare associated infections.

Everyone has a positive experience of healthcare

NHS Grampian had delivered the 18 week Referral To Treatment target (for 90% of referrals), but during 2013 had some difficulty in fully delivering the 12 week Treatment Time Guarantee. The Minister was encouraged that new capital investment in theatres and the recruitment of additional clinical staff would soon deliver a sustainable local position.

It was noted that a number of innovative developments in unscheduled care had been adopted, such as clinical decision support within the new Emergency Care Centre. These developments were ensuring faster access to appropriate care for patients.

Staff feel supported and engaged

The Minister congratulated the Board on the strong partnership working in place, the introduction of the GRAFTAS and the further roll out of Intelligent Attendance Management, which was proactive and supported staff at an early stage of their sickness absence.

People are able to live at home or in the community

The good progress, being made with the three local authority partners in Grampian, towards health and social care integration, including the establishment of Transitional Leadership Boards for each area, was welcomed. Minimising delays in discharging patients from hospital remained a challenge in Grampian due to recruitment issues within a buoyant local economy.

The best use is made of available resources

The Minister was very pleased to note that NHS Grampian had met its three key financial targets in 2012/13 and was fully committed to meeting its financial responsibilities in 2013/14 and beyond. At a time of a growing elderly population and advances in treatment and technology and in the financial climate, this was acknowledged as a particular challenge.

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 on how to get involved in planning health services in Grampian, please contact:

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This publication is also available in large print and on computer disk. Other formats and languages can be supplied on request. Please call Equality and Diversity on 01224 551116, or 552245, or email grampian@nhs.net

Ask for publication CGD 130336.



Useful contacts

NHS Grampian switchboard
0845 456 6000

www.know-who-to-turn-to.com

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
nhsgrampian.feedback@nhs.net

www.nhsgrampian.org

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