

Thursday 26 January 2023

System pressures – what we are doing to manage them Work undertaken last year, to understand what changes were required to urgent care pathways within ARI, resulted in Triage & Assessment being identified as an area for focus. A triage process was established for community referrals to Acute Medical Initial Assessment (AMIA, Ward 101), for patients who can make their own way to the hospital. This initial assessment helps to determine their need for treatment and identify the best pathway for patients, which may not end with hospital admission. We have also been working to re-establish an ambulatory care service within ARI. This is a service for medical patients who can move around independently. They are assessed, diagnosed, treated and can go home the same day, without being admitted into hospital overnight.

These types of services are now known as Rapid Assessment and Care (RAAC) and a test of change showed that, even on a small scale, the service prevented an average of three admissions per day. Evaluation has shown a positive patient experience with no concerns regarding safety or outcomes. RAAC was introduced permanently on a Monday to Friday basis in October, and during November saw an average of around 70 patients a week. In December, RAAC was relocated to Ward 101 which provided a better space. In the first week of operation from its new location, 125 patients were seen - on par with levels of activity seen before the pandemic. As pressures on the system have intensified, it has been challenging to preserve space for triage and RAAC, when the services are not operating. This has impacted how they are able to run, often resulting in delayed start times and less patients being seen. Conversations are ongoing to consider how this space can be better protected, as using these rooms in this way allows for around twice as many patients to pass through the area during operating hours. Despite these challenges, RAAC has seen an average of more than 90 patients a week in the last month and prevented an average of around 16 admissions per day.

There is still more that could be done in this area, including consideration of how an 'assess to admit' unit could work. The group continues to meet to discuss the next steps. For more information contact gram.uucteam@nhs.scot

Nursing and Midwifery HCSW Rebanding Process Congratulations to the approximately 600 Healthcare Support Workers (HCSWs) who will have been rebanded to Band 3 as a result of this project. By now most of you will have received your new salary; arrears will follow within 3 months of notification of your regrading. SCNs/team leaders or equivalent who have not yet returned paperwork confirming if colleagues are to be rebanded, must do so by **Wednesday 8 February**. If you require assistance with this, please contact your Chief Nurse or gram.hcsw@nhs.scot. If you are a HCSW who thinks this applies to you, and you have not been approached by your manager yet, please speak with them as soon as possible.

To assist in ensuring that all HCSW posts are advertised using the appropriate job description, from 1 February, only one of the three generic job descriptions agreed for HCSWs will be accepted by the Recruitment Team. These job descriptions have been sent by email to SCNs (or equivalent) and may also be found on the intranet: [Pages - HCSW Re-Banding \(scot.nhs.uk\)](#) (networked devices only).

We know HCSWs on the Bank have questions about how this process will affect them; we will share updates for them very soon.

Decontamination services – red transport boxes All theatres, clinics, wards, and community settings must ensure the red transport boxes are returned to Decontamination Services. There are currently around 1500 boxes recorded on our system, however there are only a limited number within the department. The ability to deliver reusable medical devices is being affected and your assistance by returning the boxes would very much be appreciated.

New chief nurse for Moray Fiona Robertson has been appointed as the new interim chief Nurse for Moray, bringing more than 30 years of nursing experience to the area. Fiona began her nursing career at ARI in 1990, working across a range of services including gastroenterology and Hospital at Night. She rose to the role of Chief Nurse for Medicine and Unscheduled Care in 2016. She also served for a brief period as a Chief Nurse for Public Health in March 2022, where she created the new Public Health position with an emphasis on professional governance.

Reflecting on her recent appointment, Fiona said: "I am absolutely delighted to be joining the team at Dr Gray's. I have been so impressed by the enthusiasm, dedication, and professionalism of the staff members I've met so far, especially under these current winter pressures. I will keep working with colleagues to utilise their skills and to ensure we continue to develop a learning culture where staff growth, wellbeing and engagement are crucial to generating benefits for patients."

Quality Improvement Practitioner Course - New Dates for 2023 Our virtual programme (2 hours per session) delivered in MS Teams over a period of 4 - 5 months (5 modules and 4 QI clinics)

- Cohort 3 will start on Tuesday 21 February
- Cohort 4 will start on Wednesday 14 March

We look forward to meeting you and taking you on your QI journey - [Quality Improvement journey | Turas | Learn \(nhs.scot\)](#) If you are interested, then please apply using the link below to our application form and send to our generic email address: gram.qiat@nhs.scot

[Pages - TrainingandEventsCalendar \(scot.nhs.uk\)](#) (networked devices only)

Reminder - Category One event/Level One reviews Healthcare Improvement Scotland recently recommended we develop a plan to address delays in the completion of Category One event Level One reviews including developing capacity to lead reviews (recognising this is not an issue unique to us), we have developed a brief survey for Commissioners and Reviewers who have been or are currently undertaking Level 1 reviews to gain insight into what the challenges are. We would be grateful if you could take the time to complete the survey, [which is available via this link](#).

And finally, Some great feedback for the Dr Gray's paediatric team, via Care Opinion (you can read the [full story here](#)):

We visited the children's ward in the early hours of Boxing Day...our son has mild autism so getting obs done was very difficult and stressful for him. The nurses on shift were amazing, they gave us space, kept us informed as much as possible of our options...The doctor who came to see my son was fab, with some help we got his chest listened to...we are so grateful for the attentiveness and care given to our son and for trying to make the experience as less stressful as possible for him and for us.

Hot on healthcare, super at soup, it would appear:



Andrew Ridgely is 60 today, to let's have some Wham!, specifically [The Edge of Heaven](#) (EP).

If you want to request a tune, follow up on items included in this brief, or suggest an item for sharing, drop us an email via gram.communications@nhs.scot