

Integration Joint Board

Agenda item: 5

Date of Meeting: 24 November 2021

Title of Report: Chief Officer Report

Presented by: Fiona Davies, interim Chief Officer

The Integration Joint Board is asked to:

- Note the following report from the Chief Officer

Vaccination Update

The Chief Officer would like to acknowledge that whilst a huge effort has been underway to ensure that all our population required to have COVID 19 vaccinations through the autumn, a considerable number of errors in communication of available clinics and appointment letters have occurred. I would like to apologise for the uncertainty, anxiety and inconvenience that this has caused. Lessons have been learnt as we have been progressing and changes to appointment booking has been made. I hope this will bring an improved experience to our communities. At the time of writing we are scheduled to complete the tranches identified for vaccine this season by end of December, and we await JCVI guidance beyond that point. I would like to thank everyone who is involved in the vaccination programme work in delivering the boosters across Argyll and Bute. I would also like to add my thanks to our GP colleagues who have been delivering the flu vaccines to our population.

Lorn and Islands Hospital Awarded Macmillan Quality Environment Mark

The Macmillan Day Bed Unit at Lorn and Islands Hospital has been awarded the Macmillan Quality Environment Mark (MQEM). This was awarded following a detailed quality assessment which ensured that the facility follows good practice, is welcoming and accessible to all, respects the privacy and dignity of all users and supports the comfort and well-being of the people using the Unit.

The awarding of the MQEM is a well-deserved recognition of the dedicated staff within the Unit who provide a high standard of care on a daily basis for the patients using the service.

Women in Leadership

The Chief Officer, IJB Chair, Sarah Compton-Bishop, Argyll and Bute Council Chief Executive, Pippa Milne and NHS Highland Chief Executive, Pam Dudek, all recently took part in a podcast to talk about their journeys and experiences of women in leadership. You can listen to the podcast [here](#).

HSCP Dietitians Win British Dietetic Association Award

On the 4 November Jessica May Fletcher (Diabetes Specialist Dietitian) and Jackie Barron (Weight Management Specialist Dietitian) won the British Dietetic Association's Digital Innovation of the Year Award which recognised outstanding achievements in integrating technology into dietetic practice.

The Team, who were supported by Seonaid Morrison (Diabetes Specialist Nurse), were recognised for their redesign of the Healthy Weight and Type 2 Diabetes Prevention and Management Service which took into account the reduction in face to face services because of COVID-19. The redesign ensured that patients were provided with a range of service options, they could continue to receive an equitable service remotely (no matter their location) and that waiting times were kept a minimum.

Thank your Cleaner Day

It was *Thank You Cleaner Day* on Wednesday 20 October and the Chief Officer thanked all the domestic staff working across the HSCP for their hard work and commitment. From the outbreak of the pandemic their efforts have been critical in helping to prevent the spread of COVID-19 to ensure patients, staff and their families are kept as safe as possible.

Children and Young People's Service Plan

The Chief Officer would like to thank the Argyll and Bute Youth Advisory Panel for producing an animated version of the Children and Young People's Service Plan (which you can view [here](#)).

There are four strategic priorities within the Plan which focus on Getting it Right for Every child, Early Help and Support, Mental Health and Wellbeing, and Children and Young People's Voice.

Scottish Health Awards

We would like to congratulate and thank all the Heartstart volunteers who won the Volunteers award on 4 November at the Scottish Health Awards.

The Award was in recognition of the work carried out by the organisation and its volunteers across Argyll and Bute and NHS GG&C to deliver basic emergency life support training in the community and schools.

Bute Dialysis Unit

We are delighted that the Isle of Bute's new Renal Dialysis Unit opened to patients in November. Originally planned to be a three day a week service, the unit will now be operational six days a week due to the requirement for additional spacing to observe social distancing requirements. The extended service means the Dialysis Team has recruited two additional dialysis nurses to meet this increased capacity and ensure a safer environment for vulnerable patients.

The project team has also been working very closely with NHS Greater Glasgow and Clyde to establish the unit, particularly with the nursing team in Inverclyde and technicians from Stobhill. The Consultant Medical Team will continue to treat patients through regular visits to Rothesay and we are very grateful for all of NHS GG&C's support in setting up this new service.

We would also like to thank the Bute Kidney Patients Support Group and the Dr J N Marshall (Island of Bute) Memorial Trust for all of their support and funding to allow this service to be created.

Jean's Bothy Recognised for its Work with the Local Community

On 18 September Jean's Bothy was awarded Community Project of the Year at the Scotland's Champions Awards. The judges at the Awards recognised the innovation and creativity that allowed the Bothy to remain open over the last 18 months and provide services to over 200 members.

The Bothy is a mental health and wellbeing hub based in Helensburgh and offers therapeutic activities, volunteering opportunities and training courses which aim to increase confidence, social interactions and reduce loneliness.

It is funded by the HSCP, ENABLE Scotland, various smaller grants as well as through generous community donations. It is open to anyone over the age of 16, living in the Helensburgh and Lomond area who wants to improve their mental health.

New Community Link Working Launched in Argyll and Bute

We are pleased to announce the launch of a new Community Link Worker (CLW) service in Argyll and Bute. This service is a national initiative and is a key element within the modernisation of primary care services strategy.

CLWs recognise that social issues such as debt, relationships, employment and loneliness can affect people's health and wellbeing, and will connect people to sources of support or resources within their community.

This service will make a significant contribution to improving people's health and wellbeing and is part of an expansion of services delivered within GP practices and people can be referred to the service via their GP.

Strategic Plan

The HSCP is continuing with the development of its Strategic Plan to help shape the priorities of the organisation for the coming three years and to reflect on the last three years of service delivery.

It is important that staff and our local communities have an opportunity to contribute to this process and share their views, ideas, challenges and experiences. A series of engagement events have already been held with staff and a number of webinars have been arranged for November and December which the public will be invited to attend and these will be widely promoted nearer the time.

Service Visits

NHS Highland's Whistleblowing Champion Bert Donald, who is also a Non-Executive Director, has been continuing to visit sites across the HSCP and recently met with staff in Dunoon, Oban and Mull. Bert's visit was communicated to staff in advance to provide them with an opportunity to meet with him either privately or as members of a group.

NHS Highland Chief Executive, Pam Dudek, recently visited HSCP facilities on Mull and Bute and met with local staff.

The Chief Officer has also been continuing with her service visits and has been regularly meeting with staff and local GPs across Argyll and Bute.