

Wednesday 13 September 2023

Winter planning Work is ongoing, across several teams, to refine our plans for the winter period. Winter planning covers everything from the vaccination programme to 'virtual' programmes like Hospital @ Home, virtual community wards, and the OPAT service. All boards are also working to a national winter preparedness checklist. Finally, there's our work with partner agencies, to ensure we're sharing best practice, and making connections wherever possible. This, along with the bed base review, was discussed at today's Unscheduled Care Update; if you didn't get the chance to attend, the session was recorded. Please contact gram.uucteam@nhs.scot for the link.

Reporting incidents of verbal abuse Being on the receiving end verbal abuse is never an acceptable part of our jobs. As an organisation, we need to know about any and all incidents of this. Reporting allows us the opportunity to reduce the risk to you, and do something about it, including the provision of appropriate support and training. To make reporting of verbal abuse events easier, a simple tally system has been developed as an option for doing this. If you manage an area/service where verbal abuse may be an issue, please make sure your team are aware of this system. [More guidance is available here](#) (intranet link, networked devices only, will commence the download of a document). The tally system is for incidents of verbal abuse **only**, all incidents of physical abuse **must** be recorded individually on a single Datix.

Changes to the referral process for Dr Gray's cardiology service From Monday 25 September, the cardiology service at Dr Gray's is standardising the referral process for diagnostic testing. Requests for the following need to be made using the correct form:

- Echocardiography
- ECG
- Ambulatory monitoring
- Exercise tolerance testing
- Pacemaker / ICD check
- PFT

The service will no longer accept any other type of request, such as discharge summary, clinic letter, or email and these requests will be returned. Request pads can be ordered from PECOS using the following details, Echocardiography - ZMP610, Diagnostic test request form (ECH, ambulatory monitor, etc) - ZMP615.

Cool boxes/ice packs – pharmacy appeal The Pharmacy Department are struggling to send refrigerated products to areas due to cool boxes and ice packs not getting returned after deliveries. Can all areas look out for any that have not been collected and return with the porters to reduce any delays to future orders.

North Cancer Alliance Nutrition Website The North Cancer Alliance (NCA) is pleased to announce the launch of a new web-based nutrition resource for people with cancer, their families, carers and health professionals involved in their care. The website went live today and the online resources can be downloaded or printed and include top tips from people with cancer who have first-hand experience of going through cancer treatments and surgery. You can visit the website via this link: [NHS Scotland North](#) and if you have any comments or feedback, we would be delighted to hear your thoughts gram.noscancer@nhs.scot

Respiratory MCN evening roadshows The next event from the respiratory MCN will take place at the Village Hotel in Kingswells, between 6.30 - 9pm, on Tuesday 3 October. Venue and refreshment costs are met by Viatrix; please note registration details for this event will be shared with them. You can register to attend by [clicking this link and completing a short form](#). These events offer a great opportunity for education and networking and the MCN team look forward to seeing you there.

ICYMI NoSCAR research award 2023 The Rewards and Recognition team are pleased to announce the second annual NoSCAR research award for NHS Grampian Nurses, Midwives, and Allied Health Professionals (NMAHPs). The winner of the award will receive a rewards and recognition certificate and £300 which they can use for a conference or other personal development activities. More information on [the award criteria and how to make a nomination is available on the intranet](#) (networked devices only)

Race for Recipients – are you in? Organ Donation Week is fast approaching so you've got just a few days left to join the NHS Grampian team in the Race for Recipients. From 6am on Saturday 16 September until midnight on Sunday 24 September, NHS staff across the UK are encouraged to log every walk, run, cycle etc and raise awareness of organ donation. Not to brag, but we currently have the biggest team in Scotland, can we get even bigger? If you want to take part, [head to the Race for Recipients website](#), scroll to Regions, select Scotland, and then NHS Grampian.

Junior doctors: Life on the wards A reminder this series, filmed with junior doctors at ARI earlier this year, hits screens at 10pm tonight, on the BBC Scotland channel. If you can't wait until then, all three episodes are available on iPlayer right now.

We Care Wellbeing Wednesday

- **Peer Support** [Peer Support is a service](#) which offers early emotional support to healthcare staff, delivered by their peers who have "been there". It is not a counselling or mentoring service, rather a network of colleagues who have been trained to have a supportive conversation with their distressed peers – using empathic listening and signposting helpful resources. If this sounds like a role you would be suited to, we have one space on our upcoming training session on 21 & 22 September (9am-5pm, you must attend both days). Please contact We Care via gram.wecare@nhs.scot, if you have any questions or would like to find out more.
- **Wellbeing Resources** [The National Wellbeing Hub](#) has a range of good quality resources which can help to support healthcare staff with your physical and mental health. You can call the National Wellbeing Helpline 24 hours a day, 7 days a week, by calling **0800 111 4191**. This is operated by NHS 24 and is available to everyone working in health and social care services. Don't forget, [you can also access our We Care website](#) to have a look at what support is available for you, either as an individual, a team or as a manager. Our website has a range of useful resources, activities, courses and contacts all aimed at improving and enhancing wellbeing. Please email us at gram.wecare@nhs.scot if you would like any more information.

Tune of the day Today's request comes from Scott Labrum, a HCSW at AMH. His father Jamie, part of the CDU team for many years, passed away suddenly in December. Tomorrow would have been Jamie's birthday, so for Scott and everyone else who knew Jamie and miss him still, here's Neil Diamond and [Cracklin' Rosie](#) (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