



NHS Scotland Event 2019

30 – 31 May 2019
Scottish Event Campus, Glasgow

**WORKING TOGETHER,
IMPROVING OUTCOMES**

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FOREWORD

Dear Colleagues

I am pleased to welcome you to the fourteenth annual NHS Scotland Event.

Over the next two days you will have the opportunity to meet and talk with colleagues who play a critical role in the delivery of health and social care services, to hear from those working across the country, to consider the challenges we face, to share best practice and to see first-hand the most innovative approaches to delivering the highest quality of care.

I am delighted to be able to take part in this, my first NHS Scotland Event as Cabinet Secretary, as we look at how we can better work together to deliver the improved outcomes for patients and users of our health and care services.

Our ambition for a healthier Scotland is one where everyone can live longer, healthier lives at home or in a homely setting, and where we have a health and social care system that – because it is focused on the needs of the individual receiving its services and what matters to them – is integrated, and focused on anticipation and prevention. As we work to deliver this, we have seen more of the positive impact health and social care integration is having on how we are cared for close to home – reducing unplanned pressures and providing better outcomes for families. Through practical examples of innovative thinking about how services should be delivered, we have used our data and digital expertise to learn from the successes at ward, community and regional level to deliver the good health and social care that

21st-century Scotland needs. Our work now must be directed at ensuring that the widely supported aims of integration of health and social care translate into positive changes in every community.

Of course, demand on our services continues and one of the areas where we see that acutely is in mental health support. Good mental health is intrinsically linked to our employment and life opportunities and a healthy population is vital for our aspirations of inclusive and sustainable economic growth.

We need to improve access to support at the right time and the significant investment we now have is there to help us do that – increase the size and skill range of our workforce and increase mental health support and access in primary care. But improving health and wellbeing for people across your country requires more than the services our NHS can provide. By joining up our work across public services to meet our goal of increased wellbeing for all, we will make sure our services are fit for the future.

Behind all of this lies the skill, expertise, dedication and absolute determination of staff across our health and care services. Without them – without you – none of the achievements would have been realised and the solutions devised to the challenges we faced will be so much poorer. For all of that and for your determination every day to do the best job you can you have both my admiration and my sincere thanks.

So please do enjoy your time at conference. I hope it offers you useful experiences and learning from others and that you will contribute your knowledge and expertise to the many conversations I hope you have.

Thank you for taking the time to be here.

A handwritten signature in black ink, appearing to read 'Jeane Freeman', written in a cursive style.

Jeane Freeman
Cabinet Secretary for Health and Sport,
Scottish Government

WELCOME

Dear Colleagues

I would like to extend a very warm welcome to the NHS Scotland Event 2019.

I am immensely proud to be attending my first NHS Scotland Event as Director-General Health and Social Care and Chief Executive, NHS Scotland.

I have been greatly privileged to spend my career in the National Health Service, starting as an administrative trainee with Lothian Health Board in 1975 and most recently as Chief Executive of NHS Grampian and NHS Tayside. I have seen first-hand how much NHS and social care services matter to people and the shared ambition we all have to deliver the best health and social care outcomes to the people of Scotland.

I am exceptionally grateful to staff working in NHS Scotland and across our partners in health and social care for their hard work and commitment and for the innovation that they continue to demonstrate. Over the two days of the Event you will see many excellent examples of how that commitment and innovation is making a difference to the care people receive and to the outcomes they experience.



One of the things I have enjoyed the most in my career has been working together in teams and the sense of support and shared endeavor. We operate in a hugely complex environment so I'm keen to bring together collective experience and expertise to drive our reforms of health and social care, working together and improving outcomes. I am particularly keen to support our work in the Ministerial priorities of performance and delivery, mental health and integration of health and social care. This connects strongly with our Public Health and Primary Care reforms in addition to our work in workforce development and Digital Transformation.

Please get involved in the many conversations that will be taking place in the sessions and in the many opportunities to network with colleagues. Share what you are doing and take the opportunity to learn from others. And make sure you share what you've learned with others so that we can spread good practice.

I hope you enjoy your time at the Event and I look forward to meeting as many of you as I can.

A handwritten signature in black ink, appearing to read 'Malcolm Wright', written in a cursive style.

Malcolm Wright
Director-General Health and
Social Care and Chief Executive,
NHS Scotland



KEY INFORMATION

NAME BADGES

Please wear your name badge throughout the NHS Scotland Event and be sure to get it scanned at the badge scanning point located in the exhibition hall. This is your ticket into the Event and all pre-booked sessions. Your list of registered sessions are printed on your badge. It is important that you attend all the sessions you signed up for as the session leads will be expecting you at their session.

FILMING AND PHOTOGRAPHY

Please be aware that there will be filming and photography at the Event. These images will be used on the website, and for publicising the Event and for more general use in promoting the work of NHS Scotland. Should you have any issues with being filmed or photographed please be sure to advise a member of our events team on the day.

ROVING REPORTER

There will be a roving reporter at this year's Event who will capture highlights over the two days, including your comments and feedback. These recordings will be available on the website after the Event.

SAFETY AND SECURITY

Please be aware that suitcases and large backpacks are required to be checked into the cloakroom located in the SEC concourse – at no cost to delegates. SEC security will also be conducting random bag searches at both East and West entrances and the SEC Armadillo Foyer. Please note that delegates **MUST** wear their badge at all times in order to access all areas of the Event. These arrangements are for the safety and security of delegates, so we would be grateful for your patience on arrival and for you to ensure that you allow additional time to accommodate them.

Please note that property, including bags, should not be left unattended anywhere on campus. Any items found should be handed into the Information Desk on the SEC concourse. All enquiries regarding lost property should be directed at the Information Desk. Please note that there will be no PA announcements made in relation to lost property items.

EXHIBITION

The exhibition hall includes over 70 exhibitors who will be showcasing their services. There will be lots of activities and things to do and see in the exhibition hall so remember to get involved and show your support to our exhibitors. Refreshments and lunch will be served in the exhibition hall.

The exhibition hall will be open during the following times:

Thursday 30 May 08:45 – 16:30
Friday 31 May 08:45 – 16:00

WI-FI

Free Wi-Fi is available throughout the SEC. Just look for SEC Wi-Fi and enter your email address when prompted to connect – no password required. If you experience any problems with your Wi-Fi connection please go to the SEC information desk located in the main concourse.

TWITTER

Stay connected with the NHS Scotland Event on Twitter. Follow us **@NHSScotEvent** and use the hashtag **#nhsscot19** when tweeting.

Scan the QR code to easily find and connect with us on Twitter:



- To scan the code, go to the Twitter app on your mobile device
- Go to your profile and click the gear or cog symbol for more functions
- Click the QR code button (this will show your QR code)
- Click QR Scanner and use your device's camera to scan our code
- Click on the @NHSScotEvent when it appears

PLENARY SESSIONS

Four Plenary sessions are scheduled to take place over the two days with a range of inspiring speakers including some of the remarkable NHS staff who have made a contribution to Scotland's health service.

Malcolm Wright, Director-General for Health and Social Care and Chief Executive, NHS Scotland will take to the stage with Sally Loudon, Chief Executive of COSLA to share how they're increasing the pace and effectiveness of integration in Health and Social Care. The Cabinet Secretary will also be sharing her thoughts on priorities for healthcare in Scotland followed by a question and answer session with questions posed by delegates.

The NHS Scotland Event is also delighted to welcome Professor Jeff French, a global thought leader in the fields of behavioural influence, social marketing, social communication and citizen focused programme planning and evaluation, who will lead the final session. More information about the Plenary sessions and speakers can be found on pages 10 to 14.

MINI PLENARY SESSIONS

New to this year's event are the Mini Plenary sessions. Four Mini Plenaries are scheduled to take place over the two days. These will feature priority topics from across the NHS Scotland and partners. More information can be found on pages 15 to 18.

PARALLEL SESSIONS

There are 12 Parallel sessions scheduled for Day One which will be repeated on Day Two. These sessions are focused around the theme of the Event and will draw on the very real examples of excellent practice across NHS Scotland and its partners. The Parallel sessions will be interactive and thought-provoking, and delegates will be encouraged to participate in a range of exercises and discussions. Please be prepared to get involved, contribute your views and provide feedback in the sessions you attend. See pages 19 to 30 for more details.

SPOTLIGHT SESSIONS

Four Spotlight sessions will take place over the two days and will feature three topical 15 minute presentations from a wide range of organisations all looking to share their perspective on how they are delivering care now and in the future. See pages 31 to 39 for more details.

POSTERS

Delegates will have the opportunity to meet with poster authors and hear about their projects during the facilitated poster presentations. Over 200 posters will be on display at the Event having been selected through a judging process to represent the very best examples of quality improvement in each of the poster categories – person-centred, safe, effective, infrastructure, health of the population, value and sustainability, and integrated care. All posters are available to view online at www.nhsscotlandevent.com. See page 40 and 41 for more details on the Poster Exhibition.

EXHIBITION

This year's exhibition will add real value to your time at the Event. Over 70 exhibitors are expected to showcase their services and products to help inform and support your work. There will be a number of features in the exhibition hall, including the Scottish National Blood Transfusion Service, a chance to get active with Scottish Ballet's Dance for Parkinson's and MS programmes, and hear how Scotland's Violence Reduction Unit innovate and support those still involved in Violence to make lifestyle changes to see a reduction in violence. Navigator will also be available to chat to you about their services and how they operate overnight at busy weekend periods to engage with those involved in chronically violent and chaotic lifestyles. Visit the Virtual Dementia Tour which demonstrates that by walking in the shoes of an individual with dementia we can start to understand the issues that they experience every day and make positive steps to improve their care. See pages 46 to 82 for more details.



HIGHLIGHTS

The NHS Scotland Event is the leading health Event in Scotland. In its fourteenth year, the Event continues to be the 'premier meeting place' for those committed to providing sustainable high-quality health and social care services for the people of Scotland.

Every year, the Event provides the opportunity for those working in and with the NHS in Scotland to come together to consider the challenges, to share best practice and the most innovative approaches to delivering the highest quality of care, and to take away tools and techniques that will support them in their various roles.

Through our 2020 Vision for Health and Social Care, we have set a vision for a healthier Scotland where everyone can live longer, healthier lives at home or in a homely setting – where we have a health and social care system that is integrated, focused on anticipation and prevention, and in which care is provided in the right setting.

The Event continues to shine a light on the progress we are making towards that vision. With a specific focus on priority areas for action such as mental health, integration, performance and population health, the programme draws on the very real examples of work across health and social care to transform care and improve people's health. The Poster Exhibition showcases over 200 of the most innovative examples of local, regional and national work happening in NHS Scotland and with partners across the health and social care system to deliver the highest quality person-centred, safe, effective and integrated care. Our exhibitors in the Exhibition Hall will be keen to speak to you about what they are doing and how they can support work that you are involved in.

This year, as we approach 2020 and reflect on our journey so far, the Event also starts to look towards the future beyond 2020. Delegates will have the opportunity to be involved in the start of a conversation about what health and social care of the future needs to look like. Please get involved in this and other discussions at the Event to consider how we can continue to drive improvement and address the challenges in our journey towards 2020 and beyond.

WIN WITH THE EVENT FORTUNE CARD CHALLENGE

Take part in our Event Fortune Card Challenge and have your card stamped by a selection of our exhibitors to stand a chance of winning an iPad Mini 4. Please note that each exhibitor has their own individual stamp. Only cards stamped correctly will be entered for the prize draw. You'll find the Event Fortune Card inside your delegate bag. Please return your completed card to our overall sponsor, The Scottish Health Awards, Stand 4a by 13:15 on Friday 31 May.



PROGRAMME OVERVIEW

DAY ONE – THURSDAY 30 MAY

TIME	ACTIVITY	ROOM
08:45 – 09:30	Registration and Refreshments	Hall 4
09:30 – 10:30	Plenary Session 1 – Delivering Health and Social Care Integration in Scotland	Clyde Auditorium
10:30 – 11:15	Refreshments, Poster Viewing, Exhibition and Networking	Hall 4
11:00 – 12:25	Mini Plenary Session – People Make Change Happen	Lomond Suite
11:15 – 12:30	Parallel Session – Learning to Improve: Risk Assessment	Alsh
	Parallel Session – NHS 24: Transforming Mental Health Through Partnership Working	Boisdale
	Parallel Session – Perinatal Befriending: Unique, Supportive and Empowering	Carron
	Parallel Session – Virtual Community Ward Model in Action in Aberdeenshire	Dochart
	Parallel Session – Get Me Home, Keep Me Home	Forth
	Parallel Session – Rapid Response Team. A Nurse Led Alternative to Psychiatric Hospital Admission	M2/M3/M4
11:15 – 12:30	Spotlight Sessions <ul style="list-style-type: none"> Glasgow City Health and Social Care Partnership (HSCP) Inter-Agency Housing First Development A Collective Approach to Enhanced Intermediate Care and Rehabilitation in Ayrshire Opening New Doors to keep 'Equally Safe' 	Spotlight Zone – Gala
11:15 – 12:30	Facilitated Poster Presentations <ul style="list-style-type: none"> Person-centred Safe Effective Health of the Population Integrated Care 	Hall 4
12:30 – 13:30	Lunch – Poster Viewing, Exhibition and Networking	Hall 4
11:00 – 12:25	Mini Plenary Session – Waiting Times: Performance, Improvement and Sustainability	Lomond Suite
13:30 – 14:45	Parallel Session – Outcomes that Matter: Person-led Approaches to Transforming Health and Social Care Services	Alsh
	Parallel Session – NHS Near Me: Delivering a Digital Service that Patients Want	Boisdale
	Parallel Session – From Bastion to Blairgowrie: How the Scottish Trauma Network can Learn from Military Experience	Carron
	Parallel Session – Working Together to Address Inequality: Practising Realistic Healthcare	Dochart
	Parallel Session – Good Life, Good Death, Good Grief	Forth
	Parallel Session – The Looked After and Accommodated Children's Psychology in Falkirk: A Service Ahead of Its Time	M2/M3/M4
13:30 – 14:45	Spotlight Sessions <ul style="list-style-type: none"> A Whole System Response to Improving Children's Emotional Wellbeing by Building Capacity in Families, Communities and Systems Working Together to Improve Access to Child and Adolescent Mental Health Services (CAMHS) While Need and Demand Increase Psychology Adding Value: Epilepsy Screening (PAVES) 	Spotlight Zone – Gala
13:30 – 14:45	Facilitated Poster Presentations <ul style="list-style-type: none"> Person-centred Effective Infrastructure Value and Sustainability 	Hall 4
14:45 – 15:30	Refreshments, Poster Viewing, Exhibition and Networking	Hall 4
15:30 – 16:30	Plenary Session 2 – Shaping our Future Vision	Clyde Auditorium
16:30	Close	

PROGRAMME OVERVIEW

DAY TWO – FRIDAY 31 MAY

TIME	ACTIVITY	ROOM
08:45 – 09:30	Registration and Refreshments	Hall 4
09:30 – 10:30	Plenary Session 3 – Reflections from the Cabinet Secretary for Health and Sport	Clyde Auditorium
10:30 – 11:00	Refreshments, Poster Viewing, Exhibition and Networking	Hall 4
11:00 – 12:25	Mini Plenary Session – Better Mental Health in Scotland with Minister for Mental Health	Lomond Suite
11:00 – 12:15	Parallel Session – Outcomes that Matter: Person-led Approaches to Transforming Health and Social Care Services	Alsh
	Parallel Session – NHS Near Me: Delivering a Digital Service that Patients Want	Boisdale
	Parallel Session – From Bastion to Blairgowrie: How the Scottish Trauma Network can Learn from Military Experience	Carron
	Parallel Session – Working Together to Address Inequality: Practising Realistic Healthcare	Dochart
	Parallel Session – Good Life, Good Death, Good Grief	Forth
	Parallel Session – The Looked After and Accommodated Children’s Psychology in Falkirk: A Service Ahead of Its Time	M2/M3/M4
11:00 – 12:15	Spotlight Sessions <ul style="list-style-type: none"> Working Together to Support Prisoners with Hepatitis C: Waverley Care’s Prison Link Project Joining up the Electronic Health & Care Record: Regional Links, Medicines and More... Sharing the Power of Music: Using Playlist for Life to Reach People with Dementia 	Spotlight Zone – Gala
11:00 – 12:15	Facilitated Poster Presentations <ul style="list-style-type: none"> Person-centred Safe Effective Infrastructure Health of the Population Value and Sustainability Integrated Care 	Hall 4
12:15 – 13:15	Lunch – Poster Viewing, Exhibition and Networking	Hall 4
11:00 – 12:25	Mini Plenary Session – Public Health Reform: Ensuring a Scotland Where Everybody Thrives	Lomond Suite
13:15 – 14:30	Parallel Session – Learning to Improve: Risk Assessment	Alsh
	Parallel Session – NHS 24: Transforming Mental Health Through Partnership Working	Boisdale
	Parallel Session – Perinatal Befriending: Unique, Supportive and Empowering	Carron
	Parallel Session – Virtual Community Ward Model in Action in Aberdeenshire	Dochart
	Parallel Session – Get Me Home, Keep Me Home	Forth
	Parallel Session – Rapid Response Team. A Nurse Led Alternative to Psychiatric Hospital Admission	M2/M3/M4
13:15 – 14:30	Spotlight Sessions <ul style="list-style-type: none"> Paper Rags to Data Riches: How the Move to Paper Free Working is Supporting Service Improvements and Planning in Childrens Services Driving Improvements in Laboratory Test Requesting The SAS Hypo Fife Project: Reducing the Harm From Severe Episodes of Low Blood Sugar 	Spotlight Zone – Gala
14:30 – 15:00	Refreshments, Poster Viewing, Exhibition and Networking	Hall 4
15:00 – 15:45	Plenary Session 4 – Talking to Me? Then Listen Up	Lomond Suite
15:45 – 16:00	Closing Remarks	Lomond Suite
16:00	Close	



PLENARY SESSIONS

DAY ONE – THURSDAY 30 MAY

DELIVERING HEALTH AND SOCIAL CARE INTEGRATION IN SCOTLAND

09:30 – 10:30

Room: Clyde Auditorium



MALCOLM WRIGHT

Director-General Health and Social Care and Chief Executive, NHS Scotland, Scottish Government

Malcolm Wright previously held a range of NHS Scotland Chief Executive appointments covering NHS Tayside, NHS Grampian, NHS Education for Scotland, NHS Dumfries and Galloway and Edinburgh Sick Children's NHS Trust.

Malcolm has spent his career in the NHS, starting as an administrative trainee with Lothian Health Board in 1975. He progressed through a range of managerial and leadership positions.

Malcolm was awarded an Honorary Doctorate at the University of Paisley in 2007, an Honorary Fellowship of The Royal College of General Practitioners in 2007, an OBE in the New Year's Honours List in 2008 and became a Fellow of the Royal College of Physicians of Edinburgh in 2012.



SALLY LOUDON

Chief Executive, Convention of Scotland Local Authorities (COSLA)

Sally Loudon was appointed Chief Executive of COSLA in January 2016. She took up the COSLA job having been Chief Executive at Argyll and Bute Council since September 2008. Sally has also held key office-bearer positions within both the Society of Local Authority Chief Executives Scotland (SOLACE), the Electoral Management Board for Scotland and with the Association of Local Authority Chief Executives (ALACE). Sally has over 20 years' local government experience, having worked in a range of senior roles in a number of local authorities including East Lothian and Midlothian Councils.

Sally has a particular interest and a real desire in getting local government back to its rightful place in the governance of Scotland. She is also very much a champion of the role councils can play in terms of community leadership.



ADAM COLDWELLS

Chief Officer, Aberdeenshire Health and Social Care Partnership

Adam Coldwells, Chief Officer of Aberdeenshire Health and Social Care Partnership, has lived and worked in the Grampians for over 23 years. His initial work in NHS Grampian saw him using his science skills to help staff design and evaluate clinical audits before working in Research and Development Management. This was followed by service planning then various management and leadership roles in both community and acute settings.



JIM SAVAGE

Chief Executive Officer, Aberdeenshire Council

Jim has been the Chief Executive of Aberdeenshire Council since 2015. Partnership working is at the heart of his day-to-day work, reflected through his leading role in the Northern Alliance regional education collaborative, and membership of the Opportunity North East (ONE) Digital and Entrepreneurship Board. Complementing his responsibilities in Aberdeenshire, he is the Vice Chair of the Society of Local Authority Chief Executives Scotland (SOLACE), a member of Scotland's Electoral Management Board and the Scottish Resilience Partnership.

Prior to Aberdeenshire, Jim worked in local government in Staffordshire and Cumbria for over a decade, with responsibility for a wide range of services including highways, procurement, and libraries, along with significant civil contingencies and major events experience. He started his career training as a teacher in Liverpool, subsequently working in management consultancy and training across a range of sectors.



AMANDA CROFT

Chief Executive, NHS Grampian

Professor Amanda Croft is the Chief Executive for NHS Grampian. Her previous role was Director of Nursing, Midwifery and AHPs, which she took up in September 2015. Prior to this she was the General Manager of Acute services in NHS Grampian. Amanda moved to the North East and NHS Grampian in the year 2000 and over that time has worked in a variety of posts across acute and primary care, in both professional and general manager roles.

Amanda qualified as Registered Nurse in 1992. She holds an MSc in Nursing which she obtained from Aberdeen University. She has also obtained a variety of management and leadership qualifications, more recently through a Florence Nightingale Scholarship. Amanda has been a visiting Professor with The Robert Gordon University since August 2016.

Amanda is interested in system leadership and in creating high quality systems of service delivery. She is keen to support and develop the next generation of leaders who will take forward the healthcare services of the future.

SESSION OUTLINE

Malcolm Wright, Director-General Health and Social Care and Chief Executive, NHS Scotland will welcome delegates to this year's NHS Scotland Event.

The Cabinet Secretary for Health and Sport has highlighted integration as one of her priorities for health and social care. Both the review undertaken by the Ministerial Strategic Group for Health and Community Care, and the earlier Audit Scotland report *Health and Social Care Integration: Update on Progress* (November 2018), highlighted the key role of strong and effective leadership from all partner organisations in delivering improvements.

Malcolm Wright, Director-General Health and Social Care and Chief Executive, NHS Scotland and Sally Loudon, Chief Executive of COSLA, will lead the session from the perspective of their shared responsibility for increasing the pace and effectiveness of integration. Implementing the findings of the review, and ensuring integration is successful in improving the quality and sustainability of care experienced by people, will be considered through the lens of local experience in Aberdeenshire. The audience will hear from senior leaders in the Aberdeenshire Health and Social Care Partnership: the Chief Executives of the NHS Grampian and Aberdeenshire Council, and the Chief Officer of the Aberdeenshire Health and Social Care Partnership.

DAY ONE – THURSDAY 30 MAY

SHAPING OUR FUTURE VISION

15:30-16:30

Room: Clyde Auditorium



SHIRLEY ROGERS

NHS Scotland Chief People Officer and Director of Health Workforce, Leadership, Reform and EU Exit Preparations, Scottish Government

Shirley was appointed to the Scottish Government in 2012. She is the NHS Scotland Chief People Officer and Director of Health Workforce, Leadership, Reform and EU Exit preparations, Scottish Government. She began her career in Central Government in London moving to the private sector and the Police Service before joining NHS Scotland in 1996.

She has a Master's Degree in International Human Resource Management and is a Fellow of the Chartered Institute of Personnel and Development.

SESSION OUTLINE

Together, we have made significant progress in delivering the 2020 Vision for Health and Social Care. But in 2019... it's now time for us to begin co-designing and co-producing the next iteration! The aim is to build on what's worked well and promote greater inclusion, empowerment, diversity and opportunity, looking at how service users and staff can have the best care and work experience possible, regardless of their background or circumstances. And that is where NHS Scotland Event delegates come in.

The first part of this session will look at key issues for the current and future sustainability of health and social care services. This will cover some of the main areas of work resulting from the Health and Social Care Delivery Plan, including: improving self-management of health and wellbeing; shifting the balance of care to support people to live longer, healthier lives at home; and making the best use of digital technology. The session will include case studies showing how health and social care staff are taking this work forward in a range of different settings.

Delegates will then have an opportunity to help shape the future vision for health and social care into 2035 and beyond, including setting the future workforce vision. You will hear about some of the benefits brought by the 2020 Vision and will be asked to contribute your ideas on how you would like to see health and social care develop by 2035 and what future services should look like, both from the point of view of service users and from a staff perspective. This is an opportunity to be part of this initiative from the very start. Delegates will also be encouraged to continue to contribute their thoughts and ideas as part of ongoing engagement.

The final part of the session will be devoted to the presentation of awards to the winners of the poster competition, showcasing some of the excellent work taking place across health and social care in Scotland.

PLENARY SESSIONS

DAY TWO – FRIDAY 31 MAY

REFLECTIONS FROM THE CABINET SECRETARY FOR HEALTH AND SPORT

9:30-10:30

Room: Clyde Auditorium



PROFESSOR JASON LEITCH

National Clinical Director, Healthcare Quality and Improvement, Scottish Government

Jason has worked for the Scottish Government since 2007 and in January 2015 was appointed as The National Clinical Director in the Health and Social Care Directorates. He is a Scottish Government Director and a member of the Health and Social Care Management Board. He is one of the senior team responsible for the NHS in Scotland.

He is an Honorary Professor at the University of Dundee and was the 2011 UK Clinician of the Year.

He is a Senior Fellow at the Institute for Healthcare Improvement (IHI) and in 2005/06 a Quality Improvement Fellow at IHI, in Boston, sponsored by the Health Foundation.

Jason is also a trustee of the UK wing of the Indian Rural Evangelical Fellowship which runs orphanages in southeast India.

He has a doctorate from the University of Glasgow, an MPH from Harvard and is a fellow of the Royal College of Surgeons of England, the Royal College of Physicians and Surgeons of Glasgow and the Royal College of Surgeons of Edinburgh. He is also a Fellow of the Higher Education Academy.

Jason was appointed to NHS England review group led by Don Berwick looking into the patient safety elements of the Francis Inquiry.



JEANE FREEMAN, MSP

Cabinet Secretary for Health and Sport, Scottish Government

Born and raised in Ayr, Jeane attended the Glasgow College of Technology and studied sociology and politics before establishing Apex Scotland, a criminal justice employment organisation. She was also a member of the Parole Board for Scotland.

Jeane chaired the National Waiting Times Centre Board and was a member of the Judicial Appointments Board for Scotland.

In 1996, Jeane was awarded an OBE for her services to the rehabilitation of offenders. She was elected as the Scottish Parliament member for Carrick, Cumnock and Doon Valley in 2016. She was appointed Minister for Social Security in May 2016.

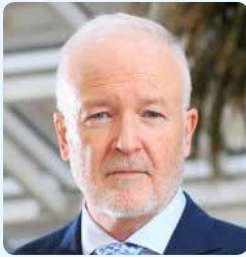
SESSION OUTLINE

The Cabinet Secretary for Health and Sport will share her thoughts on her priorities for health and social care in Scotland, followed by a question and answer session facilitated by Professor Jason Leitch, National Clinical Director, Scottish Government answering questions submitted by delegates.

TALKING TO ME? THEN LISTEN UP.

15:00-15:45

Room: Lomond Suite



PROFESSOR JEFF FRENCH

CEO Strategic Social Marketing, Strategic Social Marketing and Brighton University

Jeff French is a global thought leader in the fields of behavioural influence, social marketing, social communication and citizen-focused programme planning and evaluation. Jeff has published over 100 academic papers and five books plus numerous guides and toolkits on these subjects. Jeff is a visiting Professor at Brighton University and a Fellow at Kings College London University.

Strategic Social Marketing works with Governments, some of the world's biggest private companies, International NGO's, as well as global organisations such as the World Health Organisation (WHO) and the European Centre for Disease Control on the development and evaluation of programmes that aim to influence positive social and health behaviour.

Jeff served on the advisory committee of the European EPODE obesity prevention and currently also serves on the advisory committee of the National PHE sponsored national HIV Prevention Advisory Board for England.

Jeff has worked in over 30 countries with NGOs, private sector companies, governments, WHO and the European Centre for Disease control. Jeff's latest book; 'Social Marketing and Public Health: Theory and Practice, 2nd edition', has been highly commended in the Health and Social Care category of the 2018 BMA Medical Book Awards.

SESSION OUTLINE

This session reflects the theme of the conference 'Working Together, Improving Outcomes' and examines what we know about how to develop valued co-production of improved health and health sector outcomes.

The session will first examine why there is an imperative for governments and their agencies to become more responsive and better at engaging and building relationships with those they seek to serve. The session will set out six design principles that are evidence-based for improving delivery in terms of efficiency, effectiveness and citizen value creation. As many of these principles are drawn from the field of social marketing, the session will also examine how applying social marketing adds value to social programmes.

The key points made in the session will be illustrated with real life examples of practice from around the world. The session will conclude with some advice about how best to implement the design principles set out in the presentation.

MINI PLENARY SESSIONS

New to this year's event are Mini Plenary sessions. Four Mini Plenary sessions are scheduled to take place over the two days, featuring priority topics from across the NHS Scotland and partners.

DAY ONE – THURSDAY 30 MAY

PEOPLE MAKE CHANGE HAPPEN

11:15-12:30

Room: Lomond Suite

Suzy Aspley – Head of Communications, NHS 24

Martin Fraser – Team Leader, Shotts Station, Scottish Ambulance Service

Pamela Stirrat – Children and Young People's Occupational Therapist, Fife Health and Social Care Partnership

Catriona Vernal – Senior Project Officer for the Maternity and Children Quality Improvement Collaborative, part of the Scottish Patient Safety Programme, Healthcare Improvement Scotland

Dr Alison White – Emergency Medicine Consultant, NHS Tayside

SESSION OUTLINE

Employers in health and social care are committed to improving patient and public services through enhancing staff experience. The 2020 Vision for Health and Social Care makes a commitment to valuing and empowering everyone who works in NHS Scotland and supporting them to work to the best of their ability. Staff experience is critical for delivery of the Health and Social Care Delivery Plan, providing better care, better health and better value.

It is therefore essential that staff at all levels in NHS Scotland, including those working within Health & Social Care Partnerships are empowered and enabled to have their voices heard, are valued within their immediate team and wider organisation, and that their views, opinions and actions contribute to continuous improvement.

Today's health and social care leaders face unprecedented challenges of sustainability, expectation, quality and workforce, at the same time as being asked to reform services. To meet these challenges, today's leaders are being asked

to deliver a different type of leadership. The goal of Project Lift is to establish a system-wide approach to identifying, supporting, enhancing and growing leadership talent at all levels in order to reform NHS Scotland and its services and improve the experience of our people.

The iMatter Continuous Improvement Model was developed by NHS Scotland staff and aims to engage staff in a way that feels right for people at every level. As a team-based tool, iMatter offers individual teams, managers and organisations the facility to measure, understand, improve and evidence staff experience.

This session will focus on service users experiential stories of iMatter and Project Lift. There will be a combined focus on the importance of collaborative working to support improved staff, patient and client experience.

WAITING TIMES: PERFORMANCE, IMPROVEMENT AND SUSTAINABILITY

13:30-14:45

Room: Lomond Suite

John Connaghan, CBE – Chief Officer NHS Scotland, Director of Delivery and Resilience, Scottish Government

Juliette Murray – SAC: Programme Clinical Lead, Scottish Access Collaborative

Christine Divers – Operations Manager Surgical Division, Golden Jubilee National Hospital

Lisa Bird – Deputy Director, Equalities, Human Rights and Third Sector, Scottish Government: Directorate for Local Government and Communities

SESSION OUTLINE

The Waiting Times Improvement Plan, published in October 2018, is a whole system plan that brings together services from across health and social care. It aims to increase capacity where it is needed, reduce the number of people experiencing long waits, reshape delivery to ensure sustainable performance against targets in the future, and achieve the necessary shift in balance of care to support this.

A key part of this strategy is the continued development of elective centres, including increasing capacity at the Golden Jubilee National Hospital to support NHS Boards across Scotland to improve waiting times.

The first part of this session will see a presentation by Juliette Murray introducing the challenges faced by NHS Scotland and the solutions, which highlights how changing current

processes can improve capacity in a number of areas including workforce. This specific piece of work is being developed and progressed as part of the Scottish Access Collaborative, which is also delivering and supporting a number of other pieces of work that will ensure longer term sustainability.

The session will then move on to a presentation by the Golden Jubilee team giving examples of improvement being undertaken at the national hospital through improving patient flow which underpins the work on performance and waiting times.

They will finish with a panel session where delegates will then have the opportunity to ask questions and seek further information/clarification on the priorities linked to improving waiting times nationally.



MINI PLENARY SESSIONS

DAY TWO – FRIDAY 31 MAY

BETTER MENTAL HEALTH IN SCOTLAND

11:00-12:15

Room: Lomond Suite

Clare Haughey, MSP – Minister for Mental Health, Scottish Government

Rose Fitzpatrick – Chair, National Suicide Prevention Leadership Group

Dr Roch Cantwell – Consultant Perinatal Psychiatrist and Lead Clinician for Perinatal Mental Health Network Scotland, NHS Greater Glasgow and Clyde and NHS National Services Division

Donna Bell – Director for Mental Health, Scottish Government

SESSION OUTLINE

This is an exciting time to be involved in mental health in Scotland. Quite simply, the country is seeing a revolution in society's attitudes toward mental health and wellbeing. It is taking place at the same time as significant advances in research and practice in the field of mental health care can be seen.

For generations, mental health was misunderstood and stigmatised – but as a society, we now have an unprecedented opportunity to change our approach to mental health services. The Scottish Government is determined to grasp that opportunity and build a world-class mental health system that works for everyone.

It set out its ten-year Mental Health Strategy for its ambition for mental health and has

committed to an additional £250 million of investment in mental health support in the Programme for Government.

The aim is to: reform children and young people's mental health services; to take a 21st century approach to adult mental health; to respect, protect and fulfil rights; and to make suicide prevention everybody's business. New models of service delivery will also be introduced for perinatal mental health problems and improved infant mental health services.

Delegates will hear from those leading the improvement in mental health in Scotland, in collaboration with partners from health, justice and the third sector.



PUBLIC HEALTH REFORM – ENSURING A SCOTLAND WHERE EVERYBODY THRIVES

13:15-14:30

Room: Lomond Suite

Joe Fitzpatrick MSP – Minister for Public Health Sport and Wellbeing, Scottish Government

Stuart Currie – Councillor and Health & Wellbeing Spokesperson, COSLA

Alison Diamond – Professional Advisor, Type 2 Diabetes Prevention, Early Identification and Early Intervention Framework, Scottish Government

Stewart Harris – Chief Executive, Sport Scotland

Donna Milne – Director of Public Health, NHS Fife

SESSION OUTLINE

Scotland's current health challenges are complex and go far beyond the control of the NHS, combining an ageing population, enduring inequalities, deprivation, poverty and changes in the pattern of disease.

The NHS has an important leadership role in driving the transformation required to improve health and wellbeing in Scotland. A concerted effort to tackle the nation's significant public health challenges is required to ensure the long-term sustainability of our public services.

The Scottish Government and the Convention of Scottish Local Authorities (COSLA) are jointly leading a reform programme to improve health and wellbeing outcomes in Scotland. A new public health body, as well as a focus on collaboration across the whole system on an agreed set of public health priorities, underpins this reform programme.

Realising the public health priorities requires everybody across the whole of the healthcare system and wider public sector to work together

in partnership. The session will set out the reform ambitions and how an innovative approach focused on prevention, reducing inequalities, collaboration and better use of data is helping to support the delivery of a public health priority aim: to create a culture in Scotland where we eat well, have a healthy weight and are physically active.

The session will outline how Scotland's innovative public health policies are leading the way in prevention and reducing health inequalities. It will provide an opportunity to hear directly from NHS Boards working across the healthcare system to co-produce and redesign weight management services to give people with, or at risk of, type 2 diabetes better access to effective weight management services. It will also highlight how sport and physical activity contribute to improving health outcomes and how partnership working across sectors is crucial to realising these benefits in practice.



PARALLEL SESSIONS

A range of informative, enlightening and engaging Parallel sessions have been included in the programme for this year's Event. All sessions have been designed around the 2020 Vision for Health and Social Care, underpinned by our Quality Ambitions and with a central focus on the theme of the Event – 'Working Together, Improving Outcomes'.

The sessions have been designed so delegates have a better understanding of: how organisations are working across the whole of our health and social care system to deliver our priorities; how projects are being delivered and their outcomes; how the human dimensions of working differently are achieving improved outcomes; and the mechanisms used to take people on the improvement journey.

LEARNING TO IMPROVE: RISK ASSESSMENT

Date and Time:

Thursday 30 May – 11:15-12:30

Friday 31 May – 13:15-14:30

Room: Alsh

Speakers:

Dr Michael Smith – Lead Associate Medical Director, NHS Greater Glasgow and Clyde Mental Health Services

Dr Nagore Penades – Consultant Psychiatrist, NHS Greater Glasgow and Clyde

Dr Brian Gillat – Consultant Psychiatrist, NHS Greater Glasgow and Clyde

Sharon Pettigrew – Professional Nurse Advisor, NHS Greater Glasgow and Clyde

SESSION OUTLINE

During the period 2011-2017, 5,286 people died from suicide in Scotland (figure taken from the Scottish Public Health Observatory data pages). Nearly three-quarters had contact with acute mental health addictions or primary care services in the year before death. These healthcare contacts offer the potential to intervene to reduce the risk of suicide happening.

This session will describe an integrated, whole-system approach to improving service responses to people presenting with suicidal behaviour in NHS Greater Glasgow and Clyde.

This includes a co-ordinated range of interventions aimed at reducing risk:

- The use of information gathered in Significant Clinical Incident Reviews to highlight areas of concern, influence policy and monitor change.
- Research conducted in NHS Greater Glasgow and Clyde showing a significant correlation between Adverse Childhood Experiences (ACEs) and suicide risk.
- Developing a comprehensive approach to staff training, online and in small groups.
- Developing new risk assessment tools in the light of current evidence and the NHS Greater Glasgow and Clyde audit.
- Incorporating risk management into eHealth systems.
- Reducing risks associated with the 'environment of care', including refurbished and new-build inpatient units.
- Using improvement methodology and the Scottish Patient Safety Programme to address the 'human dimensions' of change.

NHS 24: TRANSFORMING MENTAL HEALTH THROUGH PARTNERSHIP WORKING

Date and Time:

Thursday 30 May – 11:15-12:30

Friday 31 May – 13:15-14:30

Room: Boisdale

Speakers:

Stephanie Phillips – Director of Service Delivery, NHS 24

Chris Wright – Service Delivery Manager, NHS 24

Paula Sheils – Senior Nurse, Mental Health, NHS 24

Chief Inspector Emma Croft – Chief Inspector, Police Scotland

Alasdair Quinny (Day 1) – Associate Director of Operations

Gail MacGregor (Day 2) – Head of Clinical Services

SESSION OUTLINE

NHS 24's mental health redesign programme aims to improve access to mental health services through more-effective and timely assessment, working collaboratively with partners across health, social care and justice.

Key aims of the programme are to:

- Increase access to dedicated mental health professionals for people in crisis situations.
- Improve care pathways for patients living with mental illness, distress or poor mental wellbeing.
- Increase access to prevention, anticipation and supported self-management resources.
- Improve triage which better recognises the complex range of needs and streamlines access to the right level of support.
- Provide access to suitable services in remote and rural areas.
- Reduce time to access suitable services.
- Improve planning and communication between NHS 24 and key health and social care partners.
- Increase multi-disciplinary working/integrated service delivery across mental health and non-mental health services.
- Increase safe and effective self-care outcomes.
- Increase communication and engagement for the purpose of co-designing services.
- Increase opportunities for people with mental health.

This session will give delegates an overview of the breadth of work being progressed as part of this programme, and the important role that partnership working has on the discovery, design and delivery phases of this transformation programme.

Specifically the session will focus on:

- Development of a mental health hub within the NHS 24 '111' service.
- Development of digital services and channels supporting both access to support and additional self-management tools and information.
- Specific collaboration with Police Scotland and the Scottish Ambulance Service in developing pathways.

Delegates will hear from both NHS 24 and Police Scotland on progress against each of these components. NHS 24 is also keen to hear ideas and input from delegates across the health and social care system on further integration and planning of mental health services.

The collaborative approach taken will be described, which involves working with the public, service users, the Scottish Government Mental Health Division, Police and Scottish Ambulance Service colleagues, the Scottish Government Health and Justice Collaborative Board and psychological therapies and mental health services across the health and social care system.

PERINATAL BEFRIENDING: UNIQUE, SUPPORTIVE AND EMPOWERING

Date and Time:

Thursday 30 May – 11:15-12:30

Friday 31 May – 13:15-14:30

Room: Carron

Speakers:

Emma Cashmore-Gordon – Service Manager, Aberlour Child Care Trust

Angie Rennie – Perinatal Volunteer Co-ordinator, Aberlour Child Care Trust

Catherine Buchanan – Perinatal Volunteer Co-ordinator, Aberlour Child Care Trust

Hazel Robertson – Aberlour Child Care Trust

Angela Laird – Perinatal Befriender, Aberlour Care Trust

Donna Welsh – Perinatal Befriender, Aberlour Care Trust

SESSION OUTLINE

Aberlours' Perinatal Mental Health Befriending Support Service is delivered across Forth Valley and East Lothian and offers women experiencing mental health difficulties emotional and practical support through pregnancy and during their baby's first year.

The service meets the needs of women, babies, partners, siblings and extended family members through reducing social isolation and improving parent's mental health and wellbeing, whilst supporting positive relationships between parents and their babies. The service adopts a person-centred approach, matching women with highly trained Perinatal Befrienders who meet regularly, working flexibly around women's desired outcomes from their engagement with the service, promoting self-efficacy. The aims, objectives and the model of service delivery will be outlined in the session.

The session will highlight a range of evidence-based positive outcomes, using a range of methodologies, which have resulted from the positive, trusting relationships that have been built between families, Befrienders and Perinatal Co-ordinators.

Perinatal Befrienders have reported increased self-confidence and self-esteem as a result of their roles, which has positively impacted on their own lives including parenting and family situations, further education and career opportunities.

A number of Befrienders whose journey began as service recipients have, following recovery, gone on to train as Perinatal Befrienders, becoming active members of Perinatal Mental Health Forums and sharing their own lived experiences as part of learning and sharing events.

Delegates will have the opportunity to hear from women with lived experience of the service, and from Perinatal Befrienders.

Through working in parallel with the service, clinical stakeholders have noted positive changes in the confidence and wellbeing of mothers, with a reduction in the need for more intensive services. It was felt that the service offers a valuable, effective early intervention, enabling women to be supported and connected within their own communities, diverting away from costly specialised NHS mental health services.

There will be a learning opportunity for delegates to deepen their knowledge of Perinatal Mental Health through a group learning exercise and a question and answer session.

VIRTUAL COMMUNITY WARD MODEL IN ACTION IN ABERDEENSHIRE

Date and Time:

Thursday 30 May – 11:15-12:30

Friday 31 May – 13:13-14:30

Room: Dochart

Speakers:

Iain Ramsay – Partnership Manager, Aberdeenshire Health and Social Care Partnership

Kimberley Menzies – Location Manager, Aberdeenshire Health and Social Care Partnership

SESSION OUTLINE

Aberdeenshire Health and Social Care Partnership has transformed the way the health and social care needs of older adults who are at risk of an unscheduled hospital admission are managed within the community. Unlike many 'hospital at home' models, which typically deliver healthcare under an acute-led structure, the Virtual Community Ward (VCW) model involves all members of the multi-disciplinary team and operates upstream of acute services.

The VCW model is an alternative to hospital-based care and has been successfully implemented across Aberdeenshire since spring 2016. The model is now embedded in almost all GP practices and core teams.

Central to the success of the VCW model is a small core team combining health and social care staff working closely together. The team communicate daily via a huddle, where vulnerable or at-risk individuals are discussed. Importantly, communication and collaboration between GP, community nurse, occupational therapist, physiotherapist and social care (care management and home care) staff is now improved and streamlined. Co-ordination of short-term wrap around care (typically personal and nursing care) is agreed, mobilised and monitored for those identified as requiring input.

Key benefits include better targeting and prioritisation of patients and resources, with more integrated and seamless care across disciplines.

The VCW model provides short-term health and care solutions within the community as an alternative to more-resource-intensive community and acute hospital admissions. Over a two-and-a-half year period (April 2016 – September 2018), over 4,000 individuals were admitted and discharged from a VCW in Aberdeenshire, with an average length of stay in 2017/18 of 3.7 days, and an estimated 2,002 hospital admissions were avoided over the period.

GET ME HOME, KEEP ME HOME

Date and Time:

Thursday 30 May – 11:15-12:30

Friday 31 May – 13:15-14:30

Room: Forth

Speakers:

Naomi Phillips (Day 1) – Executive Director for UK Operations, British Red Cross

Norman McKinley (Day 2) – Director of Policy, Research and Advocacy, British Red Cross

Ashley Young – Independent Living Operations Manager, North Scotland, British Red Cross

Lynne Morman – Integrated Manager (Discharge Management), Dundee Health and Social Care Partnership

SESSION OUTLINE

This session provides an overview of a British Red Cross and Dundee Health and Social Care Partnership pilot service on Assessment at Home and admission prevention. It will explain the model, outcomes, challenges and impact.

The design of the pilot is aimed to:

- Enable earlier decisions and discharge for patients whom there is uncertainty about whether they can go home.
- Prevent admission for patients with medical conditions that do not require hospital treatment but need extra care.

As part of a multi-agency team, the British Red Cross provides home-based care, support and assessment for patients, through the model's 'Discharge to Assess' process. It enables informed decisions regarding the ability of the patient to remain at home, levels of support needed or an informed decision if this is not possible. People remain hospital patients during the assessment at home with care as needed up to 24 hours in the initial stages.

The British Red Cross, as part of the multi-agency team support GP clusters to provide care to patients (not receiving care) with a medical condition which can be treated at home, but who would have been admitted to hospital because they required extra care during this time, for example with a UTI, through the 'Admission Prevention' process.

The assessment outcomes for the model during the pilot (March 2017 – November 2018) were that, 127 patients received the Assessment at Home and 110 people received Admission Prevention.

Using Assessment at Home, 61 patients (54 per cent) were able to stay at home with longer-term support. These are patients who would have likely been moved to a 24-hour care setting if the Assessment at Home service was not available. Out of the 110 people that received the admission prevention support, only 14 people had to be admitted to hospital.

Key elements of how this approach was developed included:

- Hospital staff not discharging the patient during the assessment process, the partnership approach and building relationships across sector boundaries.
- Acute staff maintain oversight of patients, therefore they see themselves the benefits and value of assessing at home.
- Working closely and providing emotional support to the patient and family members to understand the service, the purpose, and the tapering off of support that they are comfortable with.
- Understanding the impact of availability of long-term care at home options.

RAPID RESPONSE TEAM: A NURSE-LED ALTERNATIVE TO PSYCHIATRIC HOSPITAL ADMISSION

Date and Time:

Thursday 30 May – 11:15-12:30

Friday 31 May – 13:15-14:30

Room: M2

Speakers:

Karen Ozden – Chief Nurse and General Manager, NHS Lothian

Professor Alex McMahon – Executive Director of Nursing, Midwifery and AHPs and Executive Lead for Prisons Healthcare and REAS, NHS Lothian

Karen Ritchie – Senior Charge Nurse, NHS Lothian

Carla Rafferty – Community Mental Health Nurse, NHS Lothian

SESSION OUTLINE

The Rapid Response Team (RRT) is a nurse-led community mental health team offering an alternative to hospital admission for older people by providing intensive mental health treatment and support at home.

Intensive Home Treatment teams have long been in place for adult mental health users, but RRT is the first seven days a week crisis team for older people in Scotland and aims to address inequalities between adult and older adult mental health services. The RRT prides itself in taking a flexible person-centred approach to care and will assess each person's needs individually to create a unique care plan in line with the patient's own view of what recovery looks like for them.

The creation of the RRT has allowed older people to have access to the right service at the right time so there is no longer a waiting list for inpatient beds. The service has also improved patient pathways by providing in-reach to the older people's acute mental health admission wards at the Royal Edinburgh Hospital, thus, allowing people to be discharged to their home more rapidly.

In its first two years, 65 per cent of referrals were prevented from admission to hospital and 232 early discharges were facilitated. The average length of stay in the functional assessment wards has reduced by 44 per cent and in the dementia assessment wards by 27 per cent.

A measure of the RRT success has been a two-thirds reduction in the use of Emergency Detention Orders. This suggests improved access to specialist assessment, effective joint working with Mental Health Officers (MHO), and planned admissions.

Despite being a nurse-led service, a great deal of the team's success with the initiative has relied upon the establishment of strong collaborative working relationships across the health and social care system, including MHOs, social work, community mental health teams, GP practices, and inpatient wards (in both mental health and acute hospitals). Engaging and utilising third sector services such as advocacy, befrienders and food banks, to build a support system which suits each individual's needs, has been essential.

Building these relationships required the team, and established services, to work in new ways and address any challenges.

OUTCOMES THAT MATTER: PERSON-LED APPROACHES TO TRANSFORMING HEALTH AND SOCIAL CARE SERVICES

Date and Time:

Thursday 30 May – 13:30-14:45

Friday 31 May – 11:00-12:15

Room: Alsh

Speakers:

Diane Hekerem – Head of Transformational Redesign, Healthcare Improvement Scotland

Des McCart – Senior Programme Manager, Healthcare Improvement Scotland

Diane Graham – Improvement Advisor Person-centre Care, Healthcare Improvement Scotland

Nadine Hare – Highly Specialist Speech and Language Therapist (Head and Neck/Voice)

SESSION OUTLINE

This session will provide a rich learning opportunity for delegates who have an interest in person-led approaches that enable improvements to public services for both individuals and communities.

Healthcare Improvement Scotland has worked across health and social care systems to support person-centred design and build improvement capabilities in the workforce to enable delivery of outcomes that matter to people and communities.

This session will focus specifically on the impact of two approaches:

- a community-led support (CLS) approach; and
- an Experience Based Co-design (EBCD), a participatory co-design and quality improvement approach.

Both of these approaches aim to deliver change in the health and social care system through person-centred design thinking, collaboration and participation. This enables public services to have an equal focus on both 'doing the right thing' and 'doing the thing right'.

Examples will be shared of how health and social care services have used these approaches to enable them to work with their communities and service users. This allows them to better understand what services feel like from their perspective, and to illustrate how care, support and services were co-designed together with people to incorporate improvements in both experiences and outcomes.

The session will outline how these approaches have helped people and communities to be fully involved in the change process as well as in achieving their own outcomes.

Real examples will include the redesign of an antenatal education service in Ayrshire that was accomplished using a co-design approach between women and midwives; and the establishment of community hubs across the Scottish Borders, located in the places that matter most to each community.

Key learning from achievements and challenges will be presented, along with how listening to what matters most to people has influenced public services to transform the care and supports they deliver.

NHS NEAR ME: DELIVERING A DIGITAL SERVICE THAT PATIENTS WANT

Date and Time:

Thursday 30 May – 13:30-14:45

Friday 31 May – 11:00-12:15

Room: Boisdale

Speakers:

Clare Morrison – Senior Clinical Quality Lead, NHS Highland

Brian Wayling – Executive Director, Intermountain Healthcare, USA

Hazel Archer – Digital Access Programme Lead, Scottish Access Collaborative, Scottish Government

Annette (Patient) – Respiratory, Psychiatry, Oncology and eHealth Teams, NHS Highland

SESSION OUTLINE

NHS Near Me enables patients to attend outpatient appointments by video, either from home or from an NHS clinic. This session will describe how NHS Near Me works from both a patient and NHS perspective.

NHS Near Me started in January 2018 with one clinic in one location. After every appointment feedback was sought from patients and clinicians. At the same time, staff throughout the organisation were engaged in discussing how to embed NHS Near Me into the existing outpatient appointment system. This included patient coding, appointment booking, clinic organisation, records, and the eHealth infrastructure. Over 100 changes were made to start NHS Near Me services.

Without co-design with patients, key elements of NHS Near Me would never have happened. For example, patients did not want a separate web link for each clinical service they attended and wanted NHS Near Me to have a single point of entry for all services. Equally, patients wanted to be greeted on screen immediately by a real person instead of hanging on in a waiting room.

Without co-design with clinicians and wider staff, NHS Near Me would have been a separate add-on service rather than integrated within the main outpatient appointment system.

A standard process for using NHS Near Me was agreed in July 2018. Since then, NHS Highland has been scaling up the service. By January 2019, 18 clinical specialties were providing NHS Near Me appointments. Several of these were in the top 20 of NHS Near Me/Attend Anywhere consultations, by volume across Scotland. In the starting location, 8 per cent of outpatient appointments are provided by NHS Near Me. Not only is this a better patient experience, but it also delivers a more sustainable, environmentally friendly service.

This session will provide a national and international perspective on the use of video consulting, and how this is likely to develop in the future.

FROM BASTION TO BLAIRGOWRIE: HOW THE SCOTTISH TRAUMA NETWORK CAN LEARN FROM MILITARY EXPERIENCE

Date and Time:

Thursday 30 May – 13:30-14:45

Friday 31 May – 11:00-12:15

Room: Carron

Speakers:

Pauline Howie OBE – Chief Executive, Scottish Ambulance Service

Rebecca Wooley – Squadron Leader DARTS Medical Officer, RAF

Peter Lindle – Consultant Paramedic, Major Trauma, Scottish Ambulance Service

Dr Simon Leigh-Smith – Emergency Medicine Consultant, NHS Lothian (ERI)

Claire Tester – AHP Improvement Advisor, Major Trauma, East MTC and Improvement Advisor, Child and Adolescent Mental Health Services, CAMHS, NHS Tayside/Scottish Trauma Network

John Paul Murray – Special Operations Manager, Scottish Ambulance Service

SESSION OUTLINE

In recent history, we have seen significant changes in the type of threat faced by our UK military forces overseas. Severe battlefield injuries from Improvised Explosive Devices were commonplace and presented a challenge for field medics and military medical services that had to develop innovative new ways of working to deal with these often-devastating injuries in austere environments.

These key logistical and medical innovations have been incorporated into the recently developed trauma systems in the UK and will be incorporated into the Scottish Trauma Network.

This session will be split into five sections, delivered by representatives from all three branches of the military, allied health professions, the Scottish Ambulance Service and the Scottish Trauma Network. The session is based around the different facets of the developing trauma network:

- **DART** – Deployable Aeromedical Response Teams from the RAF explain their role, their missions and how they support disaster relief in operations, such as Operation Ruman, around the world.
- **Pre-hospital Care** – From transport platforms to tourniquets and triage tools, the Scottish Ambulance Trauma lead presents how military innovations have influenced recent improvements in identification, tasking, treatment, triage and transport of patients suffering major trauma injury and how the relationships facilitated by the Scottish Trauma Network have created innovation and change.
- **Acute Care** – Emergency Department doctors with experience of delivering acute care in both a military and civilian setting will describe how lessons from military medical services have informed improvements in the way Scottish hospitals are preparing to deliver trauma care.
- **Rehabilitation Care** – An Improvement Advisor and experienced allied health professional will present information gathered as part of a scoping exercise commissioned by the Scottish Trauma Network on what can be learned from the military model for trauma rehabilitation.
- **Mass Casualty and Major Incident Care** – The Scottish Ambulance Service will deliver a presentation on how military models have informed the redesign of NHS Scotland's response to large scale, multi-casualty incidents in civilian settings.

WORKING TOGETHER TO ADDRESS INEQUALITY: PRACTISING REALISTIC HEALTHCARE

Date and Time:

Thursday 30 May – 13:30-14:45

Friday 31 May – 11:00-12:15

Room: Dochart

Speakers:

Clare Cable – Chief Executive and Nurse Director, Queen's Nursing Institute Scotland

Hilary Alba – Clinical Supervisor Team Lead SNIPS/Asylum/FGM, NHS Greater Glasgow and Clyde

Rachel McReady – Parish Nurse, Steeple Church Dundee

Jessica Davidson – Senior Clinical Forensic Charge Nurse, NHS Lothian

Rhona Hotchkiss – LLM, BSc (Hons), QNIS Assoc. Fellow

SESSION OUTLINE

Using three stories of improvement, the Queen's Nursing Institute Scotland will discuss unleashing the potential of clinical staff to be catalysts for change in their communities.

Each of these stories show how practitioners, who have the courage, skills and vision, can work across organisational boundaries to make a difference.

Three case studies are offered to demonstrate how people can be empowered to make good choices, giving them dignity and control over their lives and improving outcomes.

Case study one: Jess Davidson is Senior Clinical Forensic Charge Nurse, based at St Leonard's Police Station in Edinburgh. She has introduced preventative care to police custody through working with police, health, local authority and third sector colleagues. Jess helps people to form relationships that can enable them to realise a different future, through trauma informed care, alcohol brief intervention, real time hepatitis C testing and arrest referral conversations.

Case study two: Hilary Alba is a senior midwife in Glasgow working with refugees and asylum seekers. Her expertise is in working with women who have experienced trauma and female genital mutilation. Hilary co-created a new way of preparing pregnant women who are asylum seekers for giving birth in Glasgow, negotiating the NHS. She worked with the British Red Cross and a range of other agencies. They used whispering interpretation and the women's other children were welcome in the sessions. This has been transformational for the women involved.

Case study three: Rachel McReady is a parish nurse, employed by the Steeple Church. She mapped all the recovery support across Dundee for the homeless men and women she works with, many of whom are trying to move on from addictions. Working with agencies from the statutory and voluntary sector across the city, she gathered information and set it out in a pocket-sized format so that people have what they need to access support each day of the week. She raised the money to pay for the printing costs.

Each practitioner was enabled in their improvement journey through the Queen's Nurse Institute development programme. The programme is built around inspirational, creative and contemplative residential workshops, monthly coaching and intensive peer support, actively engaging the candidates in co-producing their issue for improvement. This nine month journey of discovery enabled each to realise their own potential as change makers, giving them the skills and courage and tenacity to address barriers one conversation at a time.

GOOD LIFE, GOOD DEATH, GOOD GRIEF

Date and Time:

Thursday 30 May – 13:30-14:45

Friday 31 May – 11:00-12:15

Room: Forth

Speakers:

Mark Hazelwood – Chief Executive, Scottish Partnership for Palliative Care

Rebecca Patterson – Director, GLGDGG, Scottish Partnership for Palliative Care

Dr Jeremy Keen – Consultant Physician in Palliative Care, Highland Hospice

Dr Deans Buchanan – Consultant in Palliative Medicine, NHS Tayside

Dr David Gray – Consultant in Palliative Medicine, NHS Greater Glasgow and Clyde

SESSION OUTLINE

Declining health, death, dying and bereavement are profound and universal human experiences. Though we have become very good at prolonging life, we still cannot prevent death. However, there are many ways we can improve people's experiences of death, dying and bereavement.

Improving people's experiences requires us not just to act within the health and social care system, but also to change the social context within which the health and social care system is operating.

The session will illustrate four specific examples using a range of diverse approaches to engage people and achieve change in very different settings:

- Undertaking quality improvement on shared decision-making in acute medical units.
- Using technology and peer learning to remotely support end of life care in care homes.
- Using the arts to build resilience around bereavement in communities.
- Enabling communities and individuals to better support each other through difficult times.

Delegates will:

- Hear about innovative, low cost and practical approaches to effecting change.
- Have an opportunity to reflect on declining health, dying and bereavement in their own workplace and personal communities.
- Be challenged to think about their own role in improving declining health, dying and bereavement.

This session will be led by the Scottish Partnership for Palliative Care (SPPC). SPPC is a charity that brings together health and social care professionals from hospitals, social care services, primary care, hospices and other charities, to find ways of improving people's experiences of declining health, death, dying and bereavement. SPPC also works to enable communities and individuals to support each other through the hard times which can come with death, dying and bereavement.

THE LOOKED AFTER AND ACCOMMODATED CHILDREN'S PSYCHOLOGY IN FALKIRK: A SERVICE AHEAD OF ITS TIME

Date and Time:

Thursday 30 May – 13:30-14:45

Friday 31 May – 11:00-12:15

Room: M2

Speakers:

Dr Lorraine Johnston – Head of Child and Family Clinical Psychology, NHS Forth Valley, CAMHS

Dr Lucie MacKinlay – Clinical Psychologist-LAAC, NHS Forth Valley, CAMHS and Falkirk Council

SESSION OUTLINE

The Falkirk Looked After and Accommodated Children (LAAC) service provides multi-faceted support. This includes:

- Specialist psychological and mental health assessments.
- Therapeutic interventions (individual, family and systemic).
- Support to carers and professionals.
- Training and consultation with carers, workers, etc.
- Attendance at meetings and hearings.
- The provision of various types of psycholegal work.

This ensures that the needs of the LAAC population are met quickly, competently and with cognisance of the local context.

Evaluation of the service has taken place regularly over the last seven years. It has achieved consistently positive outcomes and feedback, and was positively highlighted during a recent inspection.

Recurring themes to emerge from the analysis were that, the service is cost-efficient and has contributed to better health and social care outcomes for children and young people. It also evidenced placement stability as well as empowering carers and professionals in their roles. The analysis also showed that the service has consistently been rated positively by social work professionals, carers and young people themselves.

There has been evidence of capacity building at all levels and a key outcome involves agencies serving children and families 'working together' as opposed to 'in parallel'.

The service embodies all the key principles of a what a good LAAC service should provide to meet needs. This includes early intervention, a whole systems approach, Getting it Right For Every Child (GIRFEC), the Mental Health Strategy and, more recently, the recommendations put forward in the Children and Young People's Mental Health Task Force.

Whilst the council finances the service, Child and Adolescent Mental Health Services (CAMHS) provides the clinical and professional governance to support the service and, where indicated, provides multidisciplinary interventions ensuring comprehensive care plans. Assertive outreach is the norm for this service.

The session will provide the context to the service and its population before detailing the service level agreement and models of working that characterise the service delivery model. Using didactic, interactive and case study methods, delegates will be invited to reflect, contribute and discuss the issues.

SPOTLIGHT SESSIONS

Each spotlight session will feature three topical 15 minute presentations from a wide range of organisations all looking to share their perspective on how they are delivering care now and in the future.

The sessions have been designed so delegates have a better understanding of how organisations are working across the whole of our health and social care system to deliver our priorities, how projects are being delivered and their outcomes and how the human dimensions of working differently to achieve improved outcomes and the mechanisms used to take people on the improvement journey.

DAY ONE – THURSDAY 30 MAY

SPOTLIGHT SESSION 1

11:15-12:30

Room: Gala

Session Content:

- Glasgow City Health and Social Care Partnership Inter-agency Housing First Development
- A Collective Approach to Enhanced Intermediate Care and Rehabilitation in Ayrshire
- Opening New Doors to Keep 'Equally Safe'

Glasgow City Health and Social Care Partnership Inter-agency Housing First Development

Speakers:

Eleanor Lee – Principal Officer, Housing First and Complex Needs, Glasgow City Health and Social Care Partnership

Keith Chalmers – Senior Addictions Worker, Glasgow City Health and Social Care Partnership

Glasgow City Health and Social Care Partnership, with support from The Salvation Army, the Wheatley Group and Social Bite, has rapidly progressed a Housing First project to meet the needs of individuals with complex needs who have experienced repeat homelessness. This is part of a broader national transition that will be happening over the next five years which will support Glasgow Health and Social Care Partnership to move towards 'Rapid Rehousing' as the default response to reducing homelessness with Housing First for those with multiple and complex needs.

The Housing First service offers individual tenancies with bespoke, assertive outreach support packages delivered by The Salvation Army. The Wheatley Group have committed 75 tenancies for this project with financial support for furnishing for all Housing First individuals being provided by Social Bite. Phase one has already progressed with 27 individuals now in their own tenancy with intensive support.

Following on from the delivery of the project, Glasgow is adopting a one approach to Housing First in partnership with The Salvation Army, Glasgow Housing Association, Social Bite Consortium, City Mission and Simon Community Scotland. This will be expanded to include a further 78 Housing First tenancies/packages via the Social Bite Consortium and include additional Registered Social Landlords (RSL) in Glasgow.

In addition to the 153 Housing First tenancies/packages there are an additional 25 tenancies/packages via the private rented sector. In addition, Glasgow has purchased a Housing First service from Turning Point Glasgow for a number of years with 37 individuals receiving a Housing First tenancy/package since 2010.

The ongoing development and success of the programme will include a roll-out of referral options across all health and social care groups working with the target group, including addictions, mental health and criminal justice.

The session is an opportunity for delegates to understand the benefits and challenges of the Housing First model and consider how they might work together to improve outcomes for the most complex homeless/rough sleeping clients towards a home and better future.

A Collective Approach to Enhanced Intermediate Care and Rehabilitation in Ayrshire

Speakers:

Emma Stirling – Service Manager, Intermediate Care and Rehabilitation Services, North Ayrshire Health and Social Care Partnership

Craig Ross – Service Manager, Authority-wide Community Health and Care Services, East Ayrshire Health & Social Care Partnership

NHS Ayrshire and Arran and three Ayrshire Health and Social Care Partnerships (HSCP) are progressing an ambitious programme of collaborative transformation across community based and acute services. This includes a new Ayrshire-wide model, Enhanced Intermediate Care and Rehabilitation Service which aims to prevent admissions, support early discharge and provide better outcomes for local people.

The session will outline the collaborative journey for developing the new model for enhanced intermediate care and rehabilitation, as part of an overarching Ayrshire-wide programme of new models of care for older people and people with complex needs.

The model was developed to join up and enhance existing component parts of community rehabilitation in each of the HSCPs. It was designed to reduce duplication and silo based working in the traditional system, providing a real alternative to acute hospital admission and improving outcomes for the people of Ayrshire.

The new model was developed collaboratively by a network of Professional Leads and Senior Managers across the three HSCPs and acute services with a range of professional staff groups, to develop a single model across Ayrshire.

The Enhanced Intermediate Care and Rehabilitation Service in East, North and South Ayrshire provides a single point of access with screening and clinical triage, ensuring the person is seen by the right service, first time. The service operates 09:00 –17:00, seven days per week. Multi-disciplinary teams support people at different stages of their recovery journey and people are linked into existing intermediate care and rehabilitation services.

The development of this service is aligned to NHS Ayrshire and Arran's Primary Care Improvement Programme, providing ease of access and confidence in community alternatives to hospital admission. In this session, delegates will hear about:

- The collaborative approach taken across agencies and stakeholder groups in Ayrshire.
- The evidence base that underpins the new model.
- Early outcomes (Ayrshire wide start date was November 2018).
- Reflections on leading system-wide change, as a result of involvement in this initiative.

Opening New Doors to Keep 'Equally Safe'

Speakers:

Lynn Waddell – Sexual Assault Service Design Lead (retired April 2019), NHS Forth Valley

This session outlines how NHS Forth Valley is meeting the Healthcare Improvement Scotland Standards published in December 2017 through the design and development of a sexual assault/rape facility within the Forth Valley area The Meadows.

The immediate and long-term physical and psychological consequences of rape, sexual assault or child sexual abuse can be considerable and may include depression, anxiety, post-traumatic stress disorder, substance misuse, self-harm and suicide.

Significant work has been completed to ensure that The Meadows meets the needs of our diverse communities including our staff who may also have experienced abuse.

The first point of contact where an individual may disclose their experience of sexual assault/rape may not always be via a police route. It could be YOU that they feel comfortable to disclose to. Would you know how to react or what to do in your area of work?

By partners working together we will deliver improved outcomes through the delivery of seamless person-centred care by giving clients informed choice, co-ordinated care and support.

In the design and location choice, The Meadows has had active involvement of all partners including the South East and Tayside Police/Forensic Medical Healthcare Team, Police, third sector parties, dementia services, learning disability team, survivors etc. The Meadows endeavours to meet people's needs regardless of protected characteristics or those who may experience inequalities in health.

The Meadows provides:

- A fully accessible facility/service.
- A local NHS facility rather than an individual being examined in a Police Station.
- A specialist area which expressly meets the needs of children including examination and video facility.
- A facility where staff deliver a co-ordinated response for people who have experienced rape, sexual assault or child sexual abuse, including immediate clinical assessment, forensic examinations.
- A central point of contact whereby staff support the needs of people experiencing Gender Based Violence.
- Support to those who have/are experiencing abuse where the third sector can deliver one to one help.
- A site with the potential for delivering smear testing for survivors with the outcome of enhancing health and wellbeing using timely interventions.

This service has been identified by the Scottish Government as an example of best practice.

SPOTLIGHT SESSION 2

13:30-14:45

Room: Gala

Session Content:

- A Whole System Response to Improving Children's Emotional Wellbeing by Building Capacity in Families, Communities and Systems
- Working Together to Improve Access to Child and Adolescent Mental Health Services (CAMHS) While need and Demand Increase
- Psychology Adding Value: Epilepsy Screening (PAVES)

A Whole System Response to Improving Children's Emotional Wellbeing by Building Capacity in Families, Communities and Systems

Speakers:

Kate Rocks – Head of Public Protection and Children's Services/Chief Officer, East Renfrewshire Health and Social Partnership

Mary Glasgow – CEO, Children 1st

East Renfrewshire Health and Social Care Partnership identified a significant challenge in supporting the high number of children and young people presenting emotional distress and poor mental health across their children's planning partnership.

Families were focused on diagnosis and clinical intervention from Child and Adolescent Mental Health Services (CAMHS) which led to professionals across the whole system becoming reactive and overwhelmed.

The session will share the experience and process of reframing the problem from clinical/medical to social/ecological and embedding the principles of Getting it Right for Every Child (GIRFEC).

By building an authentic partnership with the third sector, primary care and children's services, a new model of early help at the point of first presentation to GP's has been developed.

The session will share the challenges, and successes that evidence improved outcomes for children and families over the past two years.

After this session, delegates will have a better understanding of:

- Co-production.
- Ecological/whole family models of response.
- The impact of adversity and childhood trauma on family relationships.
- Effective components of relationship-based approaches from design, delivery and commissioning.
- The role of leadership and partnership working across the system.
- Child-centred, family minded practice.

Working Together to Improve Access to Child and Adolescent Mental Health Services (CAMHS) While need and Demand Increase

Speakers:

Scott Wilson – Senior Information Analyst, NHS Greater Glasgow and Clyde

In recent years, public awareness and scrutiny of Child and Adolescent Mental Health Services (CAMHS) has grown considerably. Furthermore, in 2018, the Scottish Government commissioned audits across the Children and Young People's Mental Health (C&YPMH) system and subsequently established the C&YPMH Taskforce.

This drive to improve CAMHS sits alongside evidence of increasing prevalence of poor mental health, with a recent study finding that 12.8 per cent of children and young people have a mental health disorder

(NHS Digital, 2018). As mental health awareness and need both rise, services must adapt and deliver accessible and efficient services to improve mental health outcomes for children and young people.

This session will highlight local improvements designed to support more children and young people to receive a quicker and high quality experience in NHS Greater Glasgow and Clyde.

To achieve this, NHS Greater Glasgow and Clyde CAMHS has developed its service model as part of an intensive quality improvement programme involving a range of CAMHS clinicians and multi-agency partners. This programme is informed by local and national policies, and is designed to improve accessibility of services for children, whilst ensuring an evidence-based and high quality service.

Achievements to date include:

- Reducing rejected referrals from 30 per cent to under 10 per cent.
- Helping patients attend appointments using SMS Text reminders.
- Reducing the Did Not Attend (DNA) rate from 18 per cent to 10 per cent.
- Planning services in an efficient manner with the aim of reducing the longest wait from 18 weeks to 12 weeks from referral to treatment.
- Incorporating a focus on health inequalities and using epidemiological methods to ensure the needs of those who reside in more deprived areas are considered.

While the number of children and young people accessing CAMHS has increased substantially, the quality improvement programme is continuing to ensure these children are seen and treated quickly.

During this sessions delegates will learn about, the change process from planning to implementation and how management and clinicians working together can improve accessibility. Delegates will also hear highlights from smaller projects that have supported the programme including on-going work with young people from Glasgow City to make CAMHS a more engaging and friendly service.

Psychology Adding Value: Epilepsy Screening (PAVES)

Speakers:

Dr Catriona George – Clinical Psychologist, NHS Lothian

Dr Kirsten Verity – Paediatric Neuropsychologist, NHS Lothian

Children and young people with epilepsy are at an increased risk of developing social, emotional, behavioural and learning difficulties. If not identified or addressed at an early stage, these problems can lead to increased morbidity, and impact adversely on quality of life, treatment outcomes and educational attainment. In order to address this issue, NHS Lothian set up a pilot project, Psychology Adding Value: Epilepsy Screening (PAVES) at the Royal Hospital for Sick Children in Edinburgh. The project is funded by the Edinburgh Children's Hospital Charity, and on behalf of the Scottish Paediatric Epilepsy Network.

This session describes the development and implementation of the PAVES approach, which includes an innovative mental health screening methodology administered within routine neurology appointments. This is linked to an early intervention pathway, which maximises use of existing third sector and NHS resources, while also delivering new evidence-based interventions.

Through partnership working between local and national NHS bodies and third sector partners, the PAVES project has been developed from the identification of an issue into an improvement project. Initially at local level, this is now being developed for national application.

So far, 155 Children and young people with epilepsy have completed the screening process at least once, with around 75 receiving some form of mental health intervention from the PAVES stepped care intervention pathway. Feedback from families and clinicians has been positive so far and evaluation is ongoing.

Following a successful bid for Scottish Government Realistic Medicine funding, the next steps are to develop the PAVES approach to, allow mental health screening to be carried out electronically in routine epilepsy clinics, thereby increasing accessibility and to develop capacity across Scotland to identify 'at risk' Children and young people with epilepsy. Along with this the approach will also develop and deliver effective and locally sustainable intervention pathways and support materials to meet their needs.

Providing a similar stepped care approach across the country would improve equity of care, reduce waste, and provide an efficient way to identify and manage risk, in line with the aims of 'Realistic Medicine'.

DAY TWO – FRIDAY 31 MAY

SPOTLIGHT SESSION 3

11:00-12:15

Room: Gala

Session Content:

- Working Together to Support Prisoners with Hepatitis C: Waverley Care's Prison Link Project
- Joining Up the Electronic Health and Care Record: Regional Links, Medicines and More...
- Sharing the Power of Music: Using Playlist for Life to Reach People with Dementia

Working Together to Support Prisoners with Hepatitis C: Waverley Care's Prison Link Project

Speakers:

Billy Davidson – Prison Link Worker, Waverley Care

Rhoda MacLeod – Head of Adult Services (Sexual Health, Police Custody and Prison Healthcare), NHS Greater Glasgow and Clyde

The prison population includes some of society's most vulnerable individuals affected by multiple health inequalities including current and historic injecting drug use – the primary route of hepatitis C transmission.

In this session, delegates will hear from Waverley Care and the NHS about how the prison link project works pre and post liberation to enable individuals living with hepatitis C to better manage their health, clear hepatitis C and move forward with their lives.

The session will share, how the service has developed relationships with individuals in prison that enable them to address their healthcare needs and the importance of working in partnership with healthcare staff, the Scottish Prison Service and community organisations to achieve positive outcomes.

Joining Up the Electronic Health and Care Record: Regional Links, Medicines and More...

Speakers:

Dr Alastair Bishop – Clinical eHealth Lead, NHS Greater Glasgow and Clyde

David Dugan – eHealth Programme Manager, NHS Greater Glasgow and Clyde

NHS Greater Glasgow and Clyde has extended the Clinical Portal to further break down barriers. The Portal is now linked to portals across the West of Scotland and beyond, allowing clinicians to find the information they need wherever their patient lives. With the new medicines management functions they are starting to build a single shared medicines record, joining up medicines information from GPs and hospitals.

Approximately one in 10 patients in the West of Scotland receive some form of care across NHS Board boundaries. Being unable to access patient information from other NHS Board areas was highlighted as a major challenge for clinical teams.

The project provided access to the necessary patient information within the Electronic Health and Care Record (EHCR) through connecting Clinical Portals across the West of Scotland on a regional level. The North of Scotland Care Portal has joined the network, linking initially with NHS Greater Glasgow and Clyde and the Golden Jubilee National Hospital. NHS Forth Valley will follow on.

This work to date has transformed working practice with an average of 38,500 monthly user accesses. User feedback has been extremely positive.

NHS Greater Glasgow and Clyde has implemented a new system for medicines reconciliation and production of the Immediate Discharge Letter (IDL). This builds on the existing EHCR and joins up medicine information between GP practices and hospitals. The electronic IDL is shared immediately with the GP, supporting timely follow-up and ongoing care for the patient.

Admission and discharge are the key interface between the hospital, primary and community care and social care. Better medicines reconciliation at admission helps ensure that patients receive the right medicines while they are in hospital. Better quality discharge medicines information helps to ensure that patients receive the follow-up and ongoing care they need.

Analysis of the data following implementation allows clinical teams to identify areas of best practice and spread the learning to areas which need more support.

The new system was piloted then rolled out to over 250 wards in a nine month period. NHS Greater Glasgow and Clyde adopted a new approach to training and support which enabled the rapid roll out of new capabilities without requiring busy clinical staff to leave clinical areas to attend classroom-based training.

Sharing the Power of Music: Using Playlist for Life to Reach People with Dementia

Speakers:

- **Paula Bain** – Training Officer, Playlist for Life
- **Helen Skinner** – Alzheimer Scotland Dementia Nurse Consultant, NHS Fife

Playlist for Life is a music and dementia charity partnering with the NHS, third sector organisations and care homes to promote personal playlists as a catalyst for change within dementia care. Research shows scheduled listening to personal music can improve communication, strengthen relationships, reduce the need for drugs, manage dementia symptoms and improve quality of life.

Exploring someone's life-story to make a playlist is a fun way to facilitate person-centred care. Their vision is that everyone with dementia has a personal playlist, and everyone who loves and cares for them knows how to use it. The playlist can then accompany them on their dementia journey as they transition through the health and social care systems because it is a tool every health and care professional understands.

To date they have trained 4,500 care professionals in over 150 care establishments and trained more than 200 volunteers to establish local help points within existing community organisations. They have developed a Train the Trainer programme specifically for the NHS to train in-house staff, keeping the intervention going by upskilling new staff.

In this session delegates will:

- Learn some simple 'music detective' skills to get started making and using a playlist.
- Discover how it has been applied in NHS settings
- Learn about the benefits that it can bring to the person living with dementia, their loved ones and the staff who care for them.

SPOTLIGHT SESSION 4

13:15-14:30

Room: Gala

Session Content:

- Paper Rags to Data Riches: How the Move to Paper Free Working is Supporting Service Improvements and Planning in Children's Services
- Driving Improvements in Laboratory Test Requesting
- The SAS Hypo Fife Project: Reducing the Harm from Severe Episodes of Low Blood Sugar

Paper Rags to Data Riches: How the Move to Paper Free Working is Supporting Service Improvements and Planning in Children's Services

Speakers:

Scott Wilson – Senior Information Analyst, NHS Greater Glasgow and Clyde

NHS Greater Glasgow and Clyde has implemented an electronic Clinical Information System, EMIS Web. This supports all clinical and administrative activity within community children's services, replacing paper processes with digital pathways.

The programme of change has delivered the following benefits:

- A single shared electronic record for children and young people, replacing multiple, single service paper records which inhibited the ability to share information across services. Safer decisions are now being made as clinicians are able to view information obtained by other services and share assessments and care plans.
- Paper records have now been entirely replaced removing costs associated with purchase, storage and archiving. Electronic records are now accessible immediately.
- Seamless transitions have been facilitated between services for example health visitor to school nurse, Child and Adolescent Mental Health Services (CAMHS) community case manager to psychiatric inpatient case manager. A wide range of information is now shareable with partner agencies without the need to 'rewrite'.
- Communication and co-ordination between disciplines has improved through a single view of planned activity for the child.
- A single chronology of significant events for the child, contributed to by all clinicians using the shared record, is supporting keeping children safe and providing a more holistic picture.
- The use of EMIS to manage clinical and administrative information i.e. referrals and appointments has led to a significant improvement in efficiency of data collection and access to service improvement information.

Electronic data analysis is supporting data quality as a vital bi-product of moving to a paper free system, which has led to numerous development and quality improvement work.

The session will demonstrate the value of data through highlighting some of this work including:

- Improved access to services such as reducing waiting times for children and young people. This ensures CAMHS support is well evidenced by the data including improvements in outcome measurement analysis.
- More accurate reporting on demand for services supporting capacity planning to meet the demand will be shown.
- An overview of embedding a culture of using data to drive improvements so that every team within children's services utilises their performance data.

Driving Improvements in Laboratory Test Requesting

Speakers:

Claire Lawrie – Programme Manager, Information Management Service, NSD

Dr Liz Furrle – Consultant Clinical Scientist and Clinical Lead, NHS Tayside

National Services Division (NSD) has developed a prototype Atlas of Variation for Diagnostic Laboratory testing which analyses data and displays useful comparators to identify unwarranted variation. In collaboration with national diagnostic networks, it has identified tests most likely to show variation in requesting and collected data across lab disciplines. Data has been analysed and presented in user friendly dashboards that can be viewed at individual GP practice level, clusters, regions and also a national view.

NSD has also worked closely with labs to identify quality improvement workstreams in a number of areas. It has utilised a range of quality improvement methodologies including several plan, do, study, act (PDSA) cycles. This has been commissioned by the Healthcare Scientist Officer in the Scottish Government with Scottish lab teams providing expertise, and NHS National Services Scotland (NSS) providing the resource and methodology to ensure improvements can be replicated and sustained. This has included supporting the alignment of aims across diagnostic disciplines and primary care.

The work presented has drawn together the national diagnostic networks, the local improvement support teams and has the support of the Realistic Medicine team. This strong collaboration across primary care and diagnostics will result in real improvement for the people of Scotland.

The SAS Hypo Fife Project: Reducing the Harm from Severe Episodes of Low Blood Sugar

Speakers:

Mrs Sharon Robertson – Lead Inpatient Diabetes Specialist Nurse, Diabetes Centre, NHS Fife

NHS Fife Diabetes Service is working with the Scottish Ambulance Service (SAS) with the support of SCI-Diabetes and MSD (Merck Sharp and Dohme, pharmaceutical company) to better manage hypoglycaemia in their patients with diabetes.

The aim of the project is to improve patient care, increase capacity in terms of SAS, A&E and secondary care as well as upskilling attending paramedics. A project team with wide representation from the different groups involved met regularly prior to the project going live. It was important to have support from the SAS Medical Director and the Data Analysts within SAS and NHS National Services Scotland (NSS).

The project includes:

- Creating a daily data flow between paramedics attending hypoglycaemic incidents and the Fife Diabetes Centre via SCI-Diabetes so that patients can be followed up and managed appropriately. Education is given to patients who experience a hypoglycaemic event that results in an ambulance callout.
- Identify Station Leaders at each paramedic base who will receive additional training in diabetes and leadership, ultimately becoming responsible for upskilling local paramedics.
- Develop an online training programme for SAS paramedics across Scotland hosted on the NHS Scotland LearnPro platform.
- Analyse data from the project in areas such as ambulance call outs rates, A&E attendances, ambulance scene time, and conveyed versus non conveyed patients.
- Produce an evaluation of the project that will help shape the roll out of the project across other NHS Board areas in Scotland.

POSTERS

The NHS Scotland Poster Exhibition forms an integral part of best practice, learning and sharing at the Event. This year's exhibition will feature over 200 projects that are happening across NHS Scotland and partner organisations to support our journey towards the 2020 Vision and beyond. The posters on display have been selected through a shortlisting process to represent the very best examples of quality improvement in each of the poster categories:

- Quality of Care: Person-centred
- Quality of Care: Infrastructure
- Integrated Care
- Quality of Care: Safe
- Health of the Population
- Transformational Change
- Quality of Care: Effective
- Value and Sustainability

All posters are available to view online at www.nhsscotlandevent.com

POSTER JUDGES

The NHS Scotland Event 2019 would like to thank our Poster Judges for participating in the judging of over 230 posters across eight categories.

- Judith Proctor
- Gary Jenkins
- Donna Bell
- Ian Welsh
- Karen Hedge
- Ellen Hudson
- Mahmood Adil
- Stephan Fitzpatrick
- Cathie Cowan
- Angela Leitch
- Ben Farrugia
- Amanda Croft
- Laura McIver
- Fidelma Eggo
- Shona Strachan
- Chris Sutton

FACILITATED POSTER PRESENTATIONS

The Facilitated Poster Presentations will run on both days of the Event and offer delegates the opportunity to find out more about specific poster categories and meet with poster authors. Please note that the Facilitated Poster Presentations are fully booked and only those who have pre-booked a space will be able to attend.

Please visit the Poster Desk for any enquiries about the Poster Exhibition or the Facilitated Poster Presentations.

POSTER AWARDS CEREMONY

All posters have been judged prior to the Event and the winners for each category, including the Transformational Change Award, will be announced during the Poster Awards Ceremony which will take place during Plenary Session 2 on Day One.

PEOPLE'S CHOICE POSTER AWARD



Delegates attending on Day One will be asked to vote for the People's Choice Poster Award by completing a voting card which will be included in the delegate bag. The winning poster will be announced during the Poster Awards Ceremony. Visit the poster desk located next to the Poster Exhibition to find out more.

If you vote for your favourite poster, you'll be automatically entered into a prize draw to win a Kindle Fire HD10.

Place your voting cards in the box at the Poster Desk by 15:00 on Day One. The winner of the prize draw will be announced during Plenary Session 2.



The Poster Exhibition is being delivered by Healthcare Improvement Scotland's Improvement Hub (ihub). If you would like to learn about the work of the ihub and how they are supporting quality improvement across health and social care, please visit their website www.ihub.scot

FACILITATED POSTER PRESENTATIONS

The Facilitated Poster Presentations will feature as part of the Event Programme. Each group will be guided by a dedicated facilitator for a specific poster category and delegates will have the opportunity to meet with poster authors to hear about their quality improvement successes.

The tables below provide an overview of the poster viewing session dates and times.



DAY ONE – THURSDAY 30 MAY

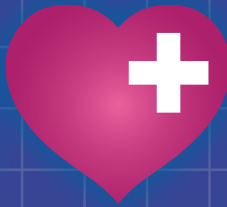
POSTER CATEGORY	TIME	LOCATION
Person-centred	11:15 – 12:30	Hall 4
Safe	11:15 – 12:30	Hall 4
Effective	11:15 – 12:30	Hall 4
Health of the Population	11:15 – 12:30	Hall 4
Value and Sustainability	11:15 – 12:30	Hall 4
Integrated Care	11:15 – 12:30	Hall 4
Person-centred	13:30 – 14:45	Hall 4
Safe	13:30 – 14:45	Hall 4
Effective	13:30 – 14:45	Hall 4
Infrastructure	13:30 – 14:45	Hall 4
Health of the Population	13:30 – 14:45	Hall 4
Value and Sustainability	13:30 – 14:45	Hall 4

DAY TWO – FRIDAY 31 MAY

POSTER CATEGORY	TIME	LOCATION
Person-centred	11:00 – 12:15	Hall 4
Effective	11:00 – 12:15	Hall 4
Infrastructure	11:00 – 12:15	Hall 4
Health of the Population	11:00 – 12:15	Hall 4
Value and Sustainability	11:00 – 12:15	Hall 4
Integrated Care	11:00 – 12:15	Hall 4

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ScottishHealth
AWARDS 2019



2019 AWARD CATEGORIES



- Integrated Care Award
- Support Worker Award
- Innovation Award
- Volunteers Award
- Optometrist Award
- Midwife Award
- Therapist Award
- Young Achiever Award
- Unsung Hero Award
- Care for Mental Health Award
- Healthier Lifestyle Award
- Leader of the Year Award
- Dentist Award
- Nurse Award
- Doctor Award
- Top Team Award
- Global Citizenship Award



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LEARNING AND NETWORKING RESOURCES

The NHS Scotland Event provides delegates with excellent learning and networking opportunities. In order to maximise the benefit from your attendance at the Event, you are encouraged to share the knowledge and learning you gain with colleagues in your organisation.

To help you do this, all parallel and spotlight session presentations, videos of the plenary sessions, roving reporter interviews and vox pops will be available to download afterwards from the NHS Scotland Event website. Please also note that all the posters on display at the Event are available to view and download from www.nhsscotlandevent.com.

NHS and partner organisations have been asked to nominate an Event Learning Lead who will be coordinating learning from the Event within their organisations. A list of Leads will be available on the website before the Event. You may want to contact them for suggestions as to how to share your learning from the Event.

Networking and sharing experiences is one of the key benefits of attending the NHS Scotland Event. Many of us are used to doing this at any event but, if you're not, here are some ideas to get you started.

At the Event

- Ask for contact details of people you meet at the Event.
- Use the Event hashtag #nhsscot19 and see who else is tweeting on your topic.
- Take the time to visit the poster exhibition. Look out for posters of interest and take away contact information.

After the Event

- Follow up with the contacts you made. People will be pleased to share ideas.
- Is there an opportunity to feed back to your colleagues? If not, why not organise a session or use your local newsletter or intranets.
- Contact your Event Learning Lead about how you can share your learning through your organisational learning structures.

The NHS Scotland Event has worked in previous years with NHS Education for Scotland (NES) to put into place a number of ways to help you share the knowledge you have gained. The Event is pleased to welcome again NHS Education for Scotland as its Knowledge Management and Continuous Learning Partner. Some months after the Event, NES will be in touch with a number of you to ask what impact attendance has had on your work and in your workplace.



HEALTHY AND SUSTAINABLE EVENT

The NHS Scotland Event is proud to be a healthy Event. Here are some of the things we're doing and some things you can do in and around the Event to stay active and healthy.

STAYING ACTIVE

We are all aware that walking and increased physical activity improves quality of life and wellbeing for all. Walking every day can help tackle some of the most pressing health issues. The NHS Scotland Event is keen to encourage delegates to be more active and healthy during the two days of the Event.

Here are some suggestions to increase your activity at the Event:

- Set off a bit earlier to your sessions and take the stairs where you can.
- On a good day, take the outside route to and from the Clyde Auditorium.
- Take time to walk round the exhibition hall during break times – there's plenty to see on your way.
- When meeting/networking with colleagues, don't sit down – why not walk round the exhibition hall as you talk.
- Take part in the Scottish Ballet's Dance for Parkinson's and MS programme featured in the refreshment breaks on day one at 10:30 and 14:45 at the rear of the exhibition hall.
- Walk to/from the train stations.
- Get off the bus a stop earlier.

EATING HEALTHILY

We try to ensure you have healthy choices to make it easy for you to do the right thing. We serve a selection of nutritious food options throughout the two days.

- Fresh drinking water is available at all times in the venue.
- Fresh fruit is served as a healthy option at all times in the exhibition hall.
- No creamy dips or deep fried items will be served.
- Variety of vegetables on offer with lunch.

A SUSTAINABLE EVENT

Bringing people together for meetings for multiple days, can have a number of environmental impacts. In order to address some of these impacts we are:

- Using an online registration process.
- Using a mobile-responsive website.
- Utilising an online poster submissions and judging process.
- Using recycled paper for all printed materials.
- Using online media wherever possible to market this Event.
- Using signage that is re-usable wherever possible.
- Making it possible to engage with the content through online resources after the Event.





We know that roles in the NHS can be demanding. Whatever the demands, our Simply Cash Plan allows you to look after your staffs' health and wellbeing.

We help your staff to manage their healthcare treatments and costs, and also give them access to an unlimited 24/7 counselling helpline.

In 2017
Simplyhealth
paid £3.8 million in
claims from NHS
staff

To find out more about how you can support your staff speak to Simplyhealth on stand 61 or contact Howard Mansfield on **07740432889** or at howard.mansfield@simplyhealth.co.uk



Simplyhealth is a trading name of Simplyhealth Access, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Simplyhealth Access is registered and incorporated in England and Wales, registered no. 183035. Registered office: Hambleden House, Waterloo Court, Andover, Hampshire, SP10 1LQ. Your calls may be recorded and monitored for training and quality assurance purposes.

ACQ0322-0419



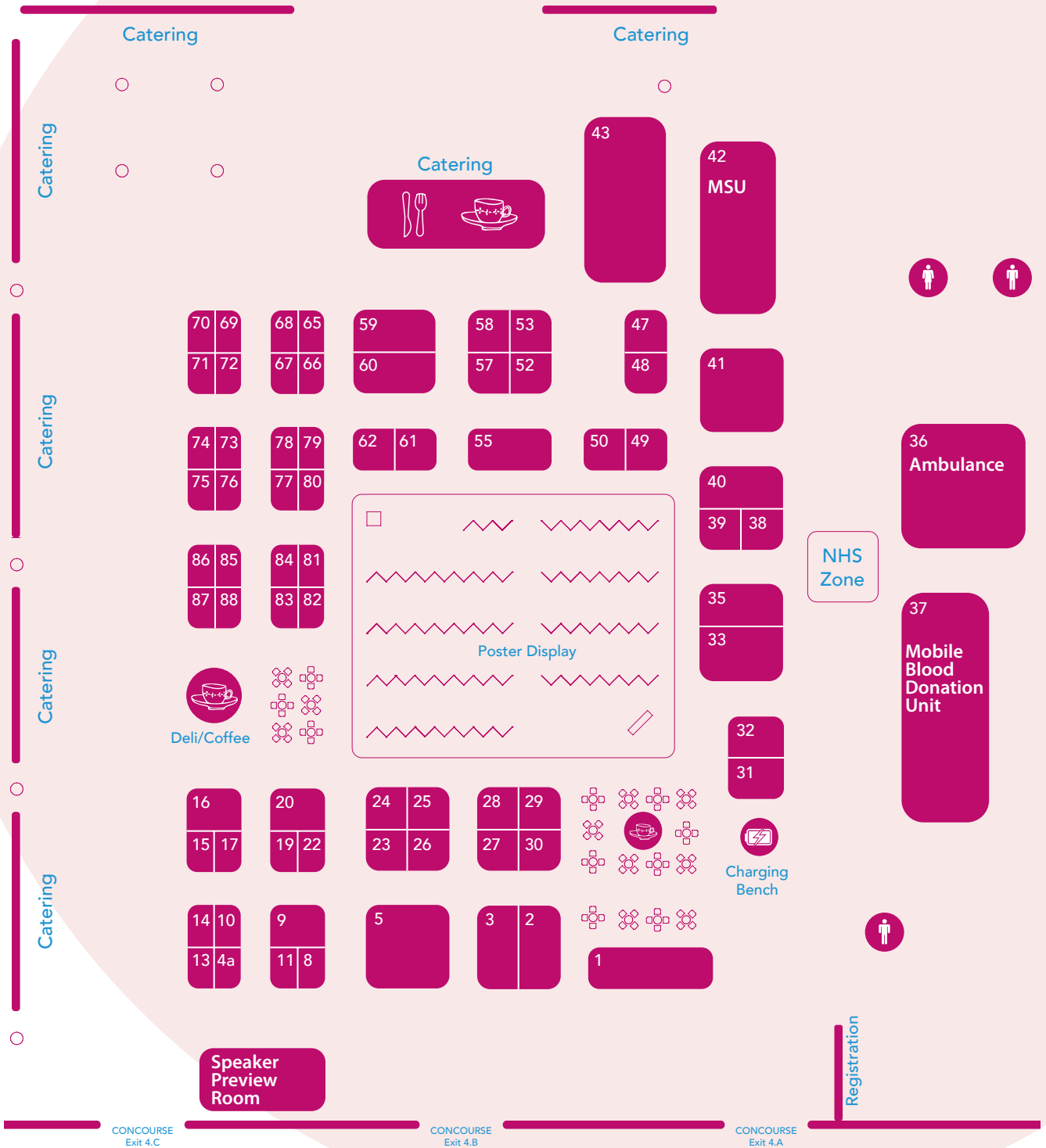
EXHIBITORS

There are over 70 organisations supporting and exhibiting at this year's Event. These organisations are key to this Event and will be showcasing services and products that could help inform and support your work.

Exhibition Stand	Organisation
1	Future Vision for Health and Social Care
2	Health Workforce, Leadership & Service Transformation Directorate
3	Project Lift
4a	The Scottish Health Awards
8	Glasgow Centre for Population Health
9	Chartered Society of Physiotherapy Scotland
10	NHS Scotland Photo Library
11	healthandcare.scot
13	Disclosure Scotland
14	NHS NECS
15	Community Pharmacy Scotland
16	Office of the Chief Executive, NHS Scotland (OCENHS)
17	eCom Scotland – eLearning for the NHS
19	NRS Primary Care Network
20	MSD Scotland
22	Care Opinion
23	Defence Medical Services
24	Defence Medical Services
25	Defence Medical Services
26	Defence Medical Services
27	NHS Scotland Global Citizenship Programme
28	Scotland Versus Arthritis
29	The Open University
30	Paths for All
31	Golden Jubilee Foundation
32	Scottish Health Innovations Ltd (SHIL) and NHS Research Scotland (NRS)
33	NHS Health Scotland
35	NHS National Services Scotland
37	SNBTS Mobile Blood Donation Unit
38	Scottish Ambulance Service
39	NHS 24
40	Healthcare Improvement Scotland
41	NHS Education for Scotland
42	Mobile Skills Unit
43	Virtual Dementia Tour
47	Health Economics Research Unit (HERU) and Health Services Research Unit (HSRU)

Exhibition Stand	Organisation
48	Abloy UK
49	Chest Heart and Stroke Scotland – No Life Half Lived
50	British Red Cross
52	Modern Outpatients and Whole Systems Patient Flow
53	Royal College of Speech and Language Therapists
55	Scottish Access Collaborative
57	The College of Podiatry
58	Royal College of Occupational Therapists
59	Scottish Government – Chief Nursing Officer Directorate
60	Intuitive
61	Simplyhealth
62	Skills for Health
65	Home Energy Scotland
66	Martin Aitken Financial Services Limited
67	NHS Credit Union Ltd
68	Lantum
69	Scottish Public Pensions Agency – NHS Pensions
70	Health Professional Regulators
71	CHAS
72	SSE – Vulnerability Support
73	GambleAware and RCA Trust
74	Scottish War Blinded
75	Scottish Rural Medicine Collaborative
76	Scottish Cot Death Trust
77	Digital Health and Care Scotland
78	Professional Standards Authority
79	The Golden Jubilee Conference Hotel
80	Health and Social Care Alliance Scotland (the ALLIANCE)
81	BDA – Dietitians in Scotland
82	Audit Scotland
83	Happy to Translate
84	NMAHP Research Unit
85	University of Dundee, Dundee Institute for Healthcare Simulation (DIHS)
86	Solicitors for Older People Scotland
87	Rotoform/Laserband
88	Cancer Support Scotland

EXHIBITION FLOOR PLAN



EXHIBITION PLAN HALL 4 SEC GLASGOW
NHS Scotland 30-31 May 2019

STAND 1

FUTURE VISION FOR HEALTH AND SOCIAL CARE

Working together, we have made significant progress in delivering the 2020 Health and Social Care Vision. But in 2019...it's now time for us to begin co-designing the next iteration.

Following the linked Plenary session – “Performing Now and Our Vision for the Future”, come and visit the stand to meet the team and work with us in shaping the future vision for health and social care into 2035 and beyond!

Lori Tait

Policy and Engagement Manager,
Scottish Government
Email: lori.tait@gov.scot

STAND 2

HEALTH WORKFORCE, LEADERSHIP & SERVICE TRANSFORMATION DIRECTORATE



The Health Workforce, Leadership and Service Transformation Directorate of the Scottish Government provides human resources leadership and support for the health workforce in Scotland; and delivery of transformational and strategic change to support delivery of the 2020 vision for health and social care and beyond.

The theme of the stand is in line with the overall theme of the event, working together to deliver improved outcomes. It offers the opportunity to hear more about the work of the Directorate, with officials available to discuss many key policies and priorities, including the Once for Scotland policy review, iMatter and staff experience, and the Integrated Health and Social Care workforce plan. In line with the stand's theme, there will also be an opportunity to learn about our strategic partners who support us to make the NHS a more inclusive and diverse employer to improve outcomes for staff and patients alike.

The Directorate is involved in a mini-plenary session on workforce – leadership, wellbeing and resilience and there will be opportunities to continue discussion from these sessions at the stand.

Emma Weedon

Youth Employment Lead, Scottish Government
Email: emma.weedon@gov.scot
Website: www.staffgovernance.scot.nhs.uk

STAND 3 PROJECT LIFT



Project Lift is a collaboration between the Scottish Government, NHS Education for Scotland, and other NHS Scotland Boards. It is a single team and digital platform supporting the development of leadership capability and capacity to transform health and care. It is creating formal and informal partnerships with local health and care systems in Scotland, and connecting with a variety of public, private, charitable and academic organisations to allow the broadest range of opportunity and thinking for our people and our services.

Our goal is to establish a system-wide approach to identifying, supporting, enhancing and growing leadership talent at all levels in order to transform health and social care services in Scotland and improve the experience of our people. Specifically, we aim to:

- articulate, promote and develop key leadership attributes within health and social care in Scotland demonstrating the importance of values and insight as well as ability and ambition;
- create the skills, behaviours, and culture to realise the ambitions of the Health and Social Care Delivery Plan;
- support a talent pipeline of our highest potential people and visible succession planning to our most senior roles within health and social care in Scotland; and
- make boards and local authorities responsible for delivering health and social care services in Scotland exemplar employers of proud, fulfilled and engaged staff.

Susan Curran

Business Manager, Scottish Government

Email: susan.curran@gov.scot

Website: www.projectlift.scot

STAND 4A

THE SCOTTISH HEALTH AWARDS



The Scottish Health Awards are held each year to recognise and celebrate the important contribution of those working in and with NHS Scotland to provide the very best health and care to the people of Scotland.

Nominations can be made by anyone, including staff working in and with NHS Scotland, partners and the general public.

The Scottish Health Awards 2019 will be launched at the NHS Scotland Event. Come along to find out more about the Awards and take away some information to help you to nominate your Scottish Health Awards here.

Pamela Milligan
Event Manager
Email: Pamela.milligan@reachplc.com
Website: www.scottishhealthawards.com

STAND 8

GLASGOW CENTRE FOR POPULATION HEALTH



The Glasgow Centre for Population Health (GCPH) conducts research of direct relevance to policy and practice, generating insights and evidence to improve health and tackle inequality. Facilitating the exchange of fresh thinking and debate, and supporting processes of development, we inform and influence action for positive change in Glasgow and beyond.

The GCPH is a partnership between NHS Greater Glasgow and Clyde, Glasgow City Council and the University of Glasgow, sponsored by the Scottish Government. www.understandingglasgow.com

Jennie Coyle
Communications Manager
Email: jennie.coyle@glasgow.ac.uk
Website: www.gcph.co.uk & www.understandingglasgow.com

STAND 9**CHARTERED SOCIETY OF PHYSIOTHERAPY SCOTLAND**

CSP Scotland welcomes delegates to visit our stall and find out more about the value and contribution of physiotherapy to healthcare. We are a progressive, dynamic, member-centred organisation that aims to work openly in partnership to meet the diverse health needs of both our members and their patients.

The CSP is committed to enhancing and transforming primary care, working across boundaries and in multi-disciplinary teams. Physiotherapists are increasingly taking on new roles in primary care settings, actively promoting a multi-professional approach.

Kenryck Lloyd-Jones

Public Affairs and Policy Manager

Email: ljonesk@csp.org.uk

Website: www.csp.org.uk

STAND 11**HEALTHANDCARE.SCOT**

healthandcare.scot is a free online news and information channel covering health and social care in Scotland. Mapping NHS Boards, health and social care partnerships, providers and the third sector, we are creating a place to get objective daily coverage of what's happening across the country. Our single platform of news, briefings and commentaries is here to share ideas and information about the organisations and individuals delivering health and care for the people of Scotland.

John Macgill

Publisher

Email: john@healthandcare.scot

Website: www.healthandcare.scot

STAND 13 DISCLOSURE SCOTLAND



Disclosure Scotland is an Executive Agency of the Scottish Government. By issuing disclosure certificates of various types we help employers to make safer, more informed decisions when they are recruiting people. Furthermore, Disclosure Scotland administers the Protection of Vulnerable Groups Scheme (PVG) on behalf of Scottish Ministers to help ensure that unsuitable people do not work with children and/or protected adults.

Bridie McLean
Stakeholder Events Manager
Email: bridget.mclean@disclosurescotland.gsi.gov.uk
Website: www.mygov.scot/organisations/disclosure-scotland

STAND 14 NHS NECS



NHS NECS is a CSU that works across the UK providing care system support services to our health and social care customers, helping them in meeting strategic and operational challenges, to improve outcomes and increase efficiency.

Employing over 1,200 experienced and skilled people, NECS has office bases across the UK and staff working the length and breadth of the country.

For more information on NECS visit our website or follow us on twitter @NHSnecs

Ben Murphy
Marketing Manager
Email: ben.murphy@nhs.net
Website: www.necsu.nhs.uk

STAND 15

COMMUNITY PHARMACY SCOTLAND



Community Pharmacy Scotland (CPS) is the organisation recognised as representing the owners of the 1,257 Community Pharmacies in Scotland, acting on their behalf and supporting them in any matter concerning the provision of NHS pharmacy services.

CPS also undertakes the role of engaging with Members of the Scottish Parliament, Health Boards and other relevant bodies both in Scotland and throughout the United Kingdom in promoting and representing the interests of the Scottish Community Pharmacy network.

Caroline Rooks
Public Affairs Officer
Email: caroline.rooks@cps.scot
Website: cps.scot

STAND 16

OFFICE OF THE CHIEF EXECUTIVE NHS SCOTLAND (OCENHS)



The Office of the Chief Executive NHS Scotland provides a secretariat function as well as logistics and policy support to the Chief Executive.

This year, our stand is hosting representation by the Scottish Government Protocol & Honours Team who will be on hand to advise on all aspects of the Honours process.

Kevin Farquharson
Executive Support Manager
Email: OCENHS@gov.scot
Website: www.scot.nhs.uk

STAND 17

ECOM SCOTLAND – ELEARNING FOR THE NHS



eCom is expert in designing digital learning for the NHS, to develop knowledge across the health and care workforce.

Combining creative design and robust project management for complex, healthcare, medical and sensitive content, bespoke eLearning will help develop a capable workforce for 2020 and beyond.

Our instructional designers work closely with your subject matter experts to develop appropriate content bringing passion to every subject they work with.

Visit stand 17 and chat to us about your project.

Shona Smart/Colin McEwan

Learning Technology Consultant

Email: connect@ecomscotland.com

Website: www.ecomscotland.com

STAND 19

NRS PRIMARY CARE NETWORK



The NRS Primary Care Network was established in 2002 as a framework to co-ordinate national research activity in primary care. NRS Primary Care Network is funded by the Chief Scientist Office to facilitate high quality, funded, research studies, both academic and commercial, which are relevant to primary care. The network facilitates the timely, appropriate and effective recruitment and follow-up of patients in primary care settings and covers the entire range of clinical research areas.

Jen Currie

Network Administrator

Email: NRSPrimaryCareNetworkAdmin@dundee.ac.uk

Website: www.nrs.org.uk/primarycare

STAND 20

MSD SCOTLAND



Our mission is simple: improving the health and wellbeing of humans and animals around the world.

We are MSD, a trade name of Merck & Co., Inc., with headquarters in Kenilworth, NJ, USA.

With offices in 140 countries, we aim to make a real difference with an innovative range of services and pharmaceutical products which promote and support health and wellbeing.

We produced the first tuberculosis (TB) vaccine in 1944 and continue to bring a number of pioneering medicines in areas such as heart disease and cancer. But it doesn't stop there. As the healthcare needs of the world evolves, so does our pipeline – with the UK making forward investments in areas such as dementia and antimicrobial resistance. We also offer Beyond the Pill Services through innovative, digital solutions.

[Kathleen Grieve](#)

[Policy and Access Lead](#)

[Email: Kathleen.grieve@merck.com](mailto:Kathleen.grieve@merck.com)

[Website: www.msd-uk.com](http://www.msd-uk.com)

STAND 22

CARE OPINION



Care Opinion is the UK's leading independent, non-profit feedback platform for health and social care services.

People share their experiences, which we call stories, of health and care services, good and bad, via the Care Opinion website. We make sure those experiences are passed to the right staff who can respond and demonstrate how feedback is used to continuously improve services.

[Clair Coutts](#)

[Care Opinion](#)

[Email: clair.coutts@careopinion.org.uk](mailto:clair.coutts@careopinion.org.uk)

[Website: www.careopinion.org.uk](http://www.careopinion.org.uk)

STAND 23, 24, 25 AND 26 DEFENCE MEDICAL SERVICES



The Defence Medical Services (Navy, Army and RAF) provide medical care to sick and injured military personnel and others in a range of uniquely challenging operational and training environments around the world. Medical reservists work alongside their colleagues in the NHS. They use some of their spare time as a medical Reservist and have access to a wide range of funded military and clinical training and development opportunities which benefit both them and their employer.

Lt Col Peter Eslea MacDonald
SO1 Workforce Planning
Email: peter.eslea-macdonald610@mod.gov.uk
Website: www.gov.uk/guidance/defence-medical-services-reserves

STAND 27 NHS SCOTLAND GLOBAL CITIZENSHIP PROGRAMME



The NHS Scotland Global Citizenship Programme supports the Scottish Government's International Development Strategy, in particular the commitment to support capacity strengthening in the area of health.

Our unique NHS Scotland approach also aims to support, encourage and make it easier for all NHS staff to participate in global health work, both here in Scotland and in low and middle income countries.

Anisa Omar
Policy Manager
Email: anisa.omar@gov.scot
Website: www.scottishglobalhealth.org

STAND 28**SCOTLAND VERSUS ARTHRITIS**

There are over 10 million people living with arthritis in the UK (over 1 million in Scotland). That's one in six, with over half of them living in pain every single day. We're the carers, researchers, healthcare professionals, friends, parents, runners and fundraisers all united in our ambition to ensure that one day, no one will have to live with the pain, fatigue and isolation that arthritis causes.

The impact is huge as the condition slowly intrudes on everyday life – affecting the ability to work, care for a family, to move free from pain and to live independently. Yet arthritis is often dismissed as an inevitable part of ageing or shrugged off as 'just a bit of arthritis'. We don't think that this is OK. Building on the legacies and the expertise of both Arthritis Research UK and Arthritis Care, Versus Arthritis is here to change that.

Pamela Grady

Administrator

Email: p.grady@versusarthritis.org

Website: www.VersusArthritis.org

STAND 29**THE OPEN UNIVERSITY**

The Open University has a strong pedigree of working with employers to understand their learning and development needs. Training includes apprenticeships, short courses, certificates and diplomas. The scalability and flexibility of the OU's training solutions means minimal disruption for organisations and employees can apply learning to their workplace immediately.

Laura Edwards

Events Marketing Manager

Email: laura.edwards@open.ac.uk

Website: www.open.ac.uk/business

STAND 30 PATHS FOR ALL



Paths for All is a national charity promoting everyday walking for a happier, healthier Scotland.

Our aim is to significantly increase the number of people who choose to walk in Scotland – whether that's leisure walking or active-choice walking to work, school or shops.

We work to create more opportunities and better environments not just for walking, but also for cycling and other activities, to help make Scotland a more active, more prosperous, greener country.

Louise Cameron

Communications and Marketing Manager

Email: louise.cameron@pathsforall.org.uk

Website: www.pathsforall.org.uk

STAND 31 GOLDEN JUBILEE FOUNDATION



Since 2002, the Golden Jubilee has had a unique role within NHS Scotland.

A national board, it is the flagship elective hospital collaborating with NHS Boards across Scotland to treat patients faster than ever before in key in demand specialties.

The Golden Jubilee is also home to a world-class national and regional heart and lung centre, a dedicated research institute and a progressive Foundation with a clear focus on driving innovation to enhance health and wellbeing.

Christine McGuinness

Communications Manager

Email: Christine.mcguinness@gjnh.scot.nhs.uk

Website: www.goldenjubileefoundation.org & www.nhsgoldenjubilee.co.uk

STAND 32**SCOTTISH HEALTH INNOVATIONS LTD (SHIL) AND NHS RESEARCH SCOTLAND (NRS)**

Scottish Health Innovations Ltd (SHIL) work in partnership with NHS Scotland to identify, protect, develop and commercialise healthcare innovations to improve patient care.

NHS Research Scotland promotes and supports excellence in clinical and translational research in Scotland so that patients can benefit from new and better treatments.

Simon Cree

Communications Officer

Email: simon.cree@shil.co.uk

Websites: www.shil.co.uk & www.nrs.org.uk

STAND 33**NHS HEALTH SCOTLAND**

NHS Health Scotland is a national Health Board working to reduce health inequalities and improve health.

Claire Hendry

Senior Events Officer

Email: clairehendry@nhs.net

Website: www.healthscotland.scot

STAND 35

NHS NATIONAL SERVICES SCOTLAND



NHS National Services Scotland (NSS) provides national infrastructure services and solutions which are integral to NHS Scotland. Using our expertise in a wide range of specialist areas, we are able to support a successful health and care service – locally, regionally and nationally.

The benefits and value we achieve through our national infrastructure can help many different areas of local front line services to improve outcomes for the people of Scotland.

Jani Heaney

Head of Customer Experience

Email: janis.heaney@nhs.net

Website: www.nhsnss.org

STAND 37

SNBTS MOBILE BLOOD DONATION UNIT



#GiveBlood@Stand37

To book your appointment to give blood at the event call us on 0345 90 90 999.

Whether you're a regular donor, never donated before or you haven't given for a while. Even if you just fancy a chat, we'd love to see you.

At the NHS Scotland Event 2018, we collected a record 187 blood donations over the two days. Could you give blood at this year's event?

Book your appointment now.

Julie Bonner

Donor Recruitment & Engagement Officer

Email: juliebonner@nhs.net

Website: www.scotblood.co.uk

STAND 38

SCOTTISH AMBULANCE SERVICE



As a frontline of the NHS in Scotland, the Scottish Ambulance Service (SAS) provide emergency, unscheduled and scheduled services to over 5 million residents, as well as visitors to the country, each year. Working in partnership with 14 territorial NHS Boards, NHS 24, other emergency services and volunteers as well as Scotland's newly formed 31 Integrated Joint Boards (IJBs), we provide care to patients across Scotland's remote, rural, urban and island communities.

Lynne Edwardson
Communications Business Partner
Email: lynne.edwardson@nhs.net
Website: www.scottishambulance.com

STAND 39

NHS 24



NHS 24 is the national provider of digital and telephone based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online.

We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

Natasha Augustus
Communications Manager
Email: natasha.augustus@nhs24.scot.nhs.uk
Website: www.nhs24.scot

STAND 40 HEALTHCARE IMPROVEMENT SCOTLAND



We are Healthcare Improvement Scotland, an organisation with many parts and one purpose: supporting better quality health and social care for everyone in Scotland.

Working with people at every level of the health and social care system, we make sure improvements in care are informed by the experiences of people who deliver and people who use services.

Find out more about us at stand 40 in the exhibition hall.

Shonagh Buchanan

Communications & Events Co-ordinator

Email: shonagh.buchanan@nhs.net

Website: www.healthcareimprovementscotland.org

STAND 41 NHS EDUCATION FOR SCOTLAND



We are a national health board working in partnership with our stakeholders to provide education, training and workforce development for those who work in health and social care.

We seek to support public service reform through our workforce planning and insight, digital systems and data handling, employee engagement and support, to benefit the whole of the health and social care sector.

John MacEachen

Head of Communications

Email: john.maceachen@nes.scot.nhs.uk

Website: www.nes.scot.nhs.uk

STAND 42

MOBILE SKILLS UNIT



Safety, Skills & Improvement
Clinical Skills



The Clinical Skills Managed Educational Network is part of NHS Education for Scotland. We support excellence in clinical skills education by supporting multi-professional access to high quality skills training and clinical simulation across all geographical areas of Scotland. The Network manages a Mobile Skills Unit which provides:

- a safe learning environment for all areas of Scotland;
- mid-fidelity simulation equipment (including SimMan, SimJunior, SimBaby, SimNewB); and
- part-task trainers allowing a broad range of simulation education to be delivered.

Lynn Hardie
Mobile Skills Unit Project Officer
Email: lynn.hardie@nes.scot.nhs.uk
Website: www.csmen.scot.nhs.uk

STAND 43

VIRTUAL DEMENTIA TOUR



training2care

Training 2 Care are a leading training provider in the care sector in both Mandatory and Clinical training and are the only UK license holder to provide the Virtual Dementia Tour and the Autism Reality Experience.

The Virtual Dementia Tour is the only medically and scientifically proven method to be able to give people with a healthy brain the experience of what dementia MIGHT be like.

Alison Strachan
Sales Manager
Email: Sales@training2care.co.uk
Website: www.training2care.co.uk

STAND 47

HEALTH ECONOMICS RESEARCH UNIT (HERU) & HEALTH SERVICES RESEARCH UNIT (HSRU)



HSRU

Promoting Excellence in Health Services Research

HERU

HEALTH ECONOMICS RESEARCH UNIT

Promoting Excellence in Health Economics

HERU and HSRU are research units based at the University of Aberdeen and funded by the Chief Scientist Office. Our research has informed health policy in Scotland, across the UK and internationally. In 2017, the University of Aberdeen was awarded the Queen's Anniversary Prize for Higher and Further Education in recognition of the sustained research excellence in the Units over the last forty years.

Lesley Innes

Unit Secretary

Email: l.innes@abdn.ac.uk

Website: <https://www.abdn.ac.uk/heru/>
<https://www.abdn.ac.uk/hsru/>

STAND 48

ABLOY UK

ABLOY

Improve Drug Security and Release Nursing Time for Patient Care

One study found that each nurse spends up to 30 minutes per shift searching for keys.

Abloy UK will demonstrate how you can save this valuable time for patient care, using the revolutionary CLIQ® locking and Traka 21 key management systems, improving drug security and operating efficiency.

Enter the Prize Draw on Stand 48 to win a free trial of CLIQ® at your hospital.

Shaun Powell

General Sales Manager

Email: Shaun.Powell@abloy.co.uk

Website: www.abloy.co.uk

STAND 49**CHEST HEART AND STROKE SCOTLAND – NO LIFE HALF LIVED**

Everyone has the right to live life to the full. After a diagnosis of a chest or heart condition or a stroke, many people experience fear and isolation and struggle with the impact on their lives. Chest Heart and Stroke Scotland won't stand for that. The care and support we deliver every day ensures everyone can live the life they want to.

Joanna Teece

Health Defence Lead

Email: joanna.teece@chss.org.uk

Website: www.chss.org.uk

STAND 50**BRITISH RED CROSS**

British Red Cross helps millions of people across the world get the support they need when crisis strikes.

In the UK our health and care services offer person-centred practical and emotional support, aiding recovery and supporting outcomes that enable people to live independently and with dignity at home.

Our core offers include: admission avoidance, supported discharge, support at home and helping people connect with their community to prevent isolation and loneliness.

Fiona MacLeod

Senior Policy and Public Affairs Officer

Email: fmacleod@redcross.org.uk

Website: www.redcross.org.uk

STAND 52

MODERN OUTPATIENTS AND WHOLE SYSTEMS PATIENT FLOW



Modern Outpatients and Whole Systems Patient Flow – Two improvement delivery programmes sponsored by the Scottish Government, was launched in 2017, aiming to reduce the number of hospital-delivered outpatient appointments by 400,000 by 2020 including reversing the year-on-year increase by developing a 'Modern Outpatient' model which avoids the need for routine planned care by predicting risk, enabling self-management, providing support and intervention only when necessary. The aim of the programme is to improve the quality of care for patients by distinguishing between natural and artificial variation. The strategy is to reduce or eliminate artificial variation and optimally manage natural variation, focusing care on the patients' needs.

Kimberly Shields
Project Support Officer
Email: kimberly.shields@gov.scot

STAND 53

ROYAL COLLEGE OF SPEECH & LANGUAGE THERAPISTS



RCSLT is the professional body for Speech & Language Therapists.

Speech and language therapy provides treatment, support and care for children and adults who have difficulties with communication, or with eating, drinking and swallowing.

Speech and language therapists (SLTs) are allied health professionals. They work with parents, carers and other professionals, such as teachers, nurses, occupational therapists and doctors.

There are around 17,000 practising SLTs in the UK working in a variety of settings.

Kim Hartley Kean
Head of Scotland Office
Email: kim.hartleykean@rcslt.org
Website: www.rcslt.org

STAND 55

SCOTTISH ACCESS COLLABORATIVE



The Scottish Access Collaborative was launched in November 2017. The core objective of this multi-organisation approach was to develop and implement a number of Collaborative Challenges to find a sustainable balance between demand and capacity in the health and care services. This will be done by safely reducing demand, increasing capacity or designing and implementing new models of care.

The SAC includes NHS Chief Executives, Royal College representatives, patient representation, clinical leadership and SG officials.

Vicky Norris

Programme Support Officer

Email: vicky.norris@gov.scot

Website: www.learn.nes.nhs.scot/2970/scottish-government-health-and-social-care-resources/scottish-access-collaborative-making-connections-for-staff-and-patients

STAND 57

THE COLLEGE OF PODIATRY



The College of Podiatry is the professional body and trade union for Podiatrists across the UK. Podiatrists are experts in all aspects of foot and lower limb function and health, and work across all healthcare settings.

Their primary aim is to manage people's health, mobility and independence; thereby supporting individuals to maintain and improve their quality of life.

Please visit our stand to find out how we can work together to improve patient outcomes.

Ross Barrow

Policy and Public Affairs Officer

Email: ross.barrow@cop.org.uk

Website: www.cop.org.uk

STAND 58

ROYAL COLLEGE OF OCCUPATIONAL THERAPISTS



The Royal College of Occupational Therapists is the professional body for occupational therapy staff and the voice of profession in the UK. Occupational therapy improves health and wellbeing through participation in occupation. Occupational therapists work with people of all ages, supporting them to lead independent lives. We champion the unique and vital work of occupational therapy staff, promoting value, excellence and innovation. Our campaign Improving lives, saving money demonstrates the value of the profession.

#valueofot

Alison Keir

Policy Officer – Scotland

Email: alison.keir@rcot.co.uk

Website: www.rcot.co.uk

STAND 59

SCOTTISH GOVERNMENT – CHIEF NURSING OFFICER DIRECTORATE



The Chief Nursing Officer's Directorate is part of the Scottish Government's Health and Social Care Directorate (SGHSCD). The SGHSCD has responsibility for maintaining a high standard of care for the people of Scotland and for providing support to Scotland's health and social care professionals.

Scotland's Chief Nursing Officer (CNO) is Professor Fiona McQueen. The CNO is responsible for the delivery of work associated with 4 key policy areas:

- Nursing and Midwifery
- Allied Health Professionals and Healthcare Science
- Regulation
- Healthcare Associated Infections/Anti-microbial Resistance

Rachel Aitchison

Executive Assistant

Email: rachel.aitchison@gov.scot

Website: www.beta.gov.scot/about/how-government-is-run/directorates/office-of-the-chief-nursing-officer

STAND 60
INTUITIVE**INTUITIVE™**

Intuitive was founded in 1995 to create innovative, robotic-assisted systems that help empower doctors and hospitals to make surgery less invasive than an open approach. Since da Vinci® became one of the first robotic-assisted systems cleared by the FDA for general laparoscopic surgery, it has taken robotic-assisted surgery from “science fiction” to reality.

Sandra Sarac

Marketing Event Coordinator, UK & Eire

Email: sandra.sarac@intusurg.com

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STAND 61
SIMPLYHEALTH

At Simplyhealth, we believe no-one should go without healthcare support, and this includes NHS staff. Whether staff are on their feet all day or sitting at desks, their productivity and attendance depends heavily on their health and wellbeing. Our health plans include 24/7 GP and counselling telephone helplines, and money back on unexpected healthcare treatments. With easier access to healthcare, as soon as they need it, your staff have the best chance of staying fit for work with a Simplyhealth plan!

Howard Mansfield

Business Development Executive

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Website: www.simplyhealth.co.uk

STAND 62 SKILLS FOR HEALTH



Skills for Health is national not-for-profit organisation committed to the development of an improved and sustainable healthcare workforce across the UK. Established in 2002 as the Sector Skills Council for Health, we help to inform policy and standards and provide digital solutions focusing on health, education and improving skills of healthcare professionals for improved patient care.

We are the UK's leading healthcare specialists in erostering, elearning and compliance management. Visit skillsforhealth.org.uk to find out more.

Charlotte Alderson
B2B Marketing Campaign Manager
Email: charlotte.alderson@wdtrust.org.uk
Website: www.skillsforhealth.org.uk

STAND 65 HOME ENERGY SCOTLAND



We're the Scottish Government-funded energy advice service that helps people stay warmer and healthier at home.

By working with us, you'll help to get free, impartial, expert advice to those who need it most – increasing their comfort and potentially improving their wellbeing at home. We'll work strategically with you too – our range of free resources include access to a secure online referral portal where you can quickly refer people to us for free advice.

Mark Macleod
Stakeholder Relations Officer
Email: mark.macleod@est.org.uk
Website: www.energysavingtrust.org.uk/partnerships

STAND 66**MARTIN AITKEN FINANCIAL SERVICES LIMITED**

Our expert Independent Financial Advisers, have a wealth of knowledge to give you the best possible independent advice. We have significant knowledge on NHS pension arrangements and we understand how important it is to make the right financial decisions for yourself and your family.

We are not tied to any bank, building society or investment house so that we can provide truly independent financial solutions for you in all aspects of business and personal financial planning matters.

Megan Houston

Marketing Assistant

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Website: www.mafsltd.co.uk

STAND 67**NHS CREDIT UNION LTD**

The NHS Credit Union helps care for the financial health of members from Shetland to Sheffield. We offer a secure home for your savings – and ethical, affordable loans any time you need a little extra help.

More than 18,000 health care staff and their families already enjoy the benefits of our services. With payroll deduction and 24/7 banking via our mobile app, there's never been a better time for YOU to join our financial family.

Mark Russell

Business Development Manager

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Website: www.nhscreditunion.com

STAND 68

LANTUM



Lantum, a member of the NHS Innovation Accelerator, is a total workforce platform for healthcare staffing with the aim to save the NHS £1bn annually on agency spend. The platform is present in 95 per cent of CCGs in England. It enables healthcare providers to identify and fill their shift gaps using its AI-powered rota and to save time by automating payroll, timesheets, invoicing, pensions and compliance. Lantum also provides clinicians with an all-in-one solution to find work locally and to manage their admin. Lantum has achieved 97 per cent bank fill rate through their fast next-day payment model and simple app for self-booking into shifts.

Henry Stoneley
Regional Sales Manager
Email: henry@lantum.com
Website: www.lantum.com

STAND 69

SCOTTISH PUBLIC PENSIONS AGENCY – NHS PENSIONS



The Scottish Public Pensions Agency (SPPA) is an executive agency of the Scottish Government. We administer, regulate and pay pensions to members of the Scottish National Health Service, Scottish Teachers', Police and Firefighters pension schemes. We also regulate local government pension schemes for which Scottish Ministers are responsible.

Natalie Moir
Stakeholder Liaison Officer
Email: natalie.moir@gov.scot
Website: www.SPPA.gov.uk

STAND 70**HEALTH PROFESSIONAL REGULATORS**

The General Medical Council, General Dental Council, General Pharmaceutical Council and Health and Care Professions Council are the respective independent regulators for doctors, dentists and dental care professionals, pharmacy professionals and pharmacies in the UK. We protect, promote and maintain the health, safety and well-being of the patients and the public.

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Ian Jackson
Director for Scotland
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Lynsey Cleland
Director for Scotland
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Website: www.pharmacyregulation.org

Olivia Bird
Acting Policy Manager
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Website: www.hcpc-uk.org

STAND 71**CHAS**

We're Children's Hospices Across Scotland. But most people know us as CHAS. For over 20 years we've been offering a full family support service for babies, children and young people with life-shortening conditions. This includes palliative care, family respite and support – through our hospices, homecare services and hospital presence.

Susanne Cameron-Nielsen
Associate Director – External Affairs
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Website: www.chas.org.uk

STAND 72

SSE – VULNERABILITY SUPPORT



SSE is one of the country's largest suppliers of household services, supplying customers with electricity, gas, telephone and broadband. SSE is passionate about supporting customers and the approach taken to identifying and responding to those in vulnerable situations is embedded in the customer service operation.

In 2018 SSE achieved British Standard 18477 for Inclusive Service Provision, which demonstrates a strong commitment to understanding customers' personal circumstances and adapting the service provided to meet their individual needs.

Claire Pickthall

Vulnerability Strategy Lead

Email: Claire.pickthall@sse.com

Website: www.sse.co.uk

STAND 73

GAMBLEAWARE AND RCA TRUST



Working in partnership with GambleAware to raise awareness of gambling related harm and to promote safe and responsible gambling to all across Scotland. We provide early interventions and treatment to both those directly and indirectly affected by gambling related harm. We are based in Paisley and have a network of trained counsellors across Scotland offering one to one counselling, extended brief interventions and brief interventions.

Andy Todd

Chief Executive

Email: atodd@rcatrust.org.uk

Website: www.rcatrust.org.uk

STAND 74**SCOTTISH WAR BLINDED****SCOTTISH WAR BLINDED**

We give free support to ex-service men and women, no matter if they lost their sight during or after service.

Support can include:

- Rehabilitation and training to adapt to sight loss.
- Grants for equipment to assist with independent living.
- Funded respite care.
- Home modifications.
- Sports, recreation and social activities.

The majority of veterans currently benefiting from our services have developed sight loss as a result of age related sight loss, such as macular degeneration.

Caitlin Gould

Marketing and Events Officer

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Website: www.scottishwarblinded.org

STAND 75**SCOTTISH RURAL MEDICINE COLLABORATIVE**

The Scottish Rural Medicine Collaborative (SRMC) is a programme funded by the Scottish Government to develop ways to improve the recruitment and retention of GPs working in rural Scotland.

We work with ten Health Board areas in Scotland including Grampian, Highland, Orkney, Shetland, Western Isles, Dumfries & Galloway, Ayrshire & Arran, Fife, Tayside and Borders. Also involved are the NHS Education for Scotland (NES), NHS HR Directors, the Royal College of General Practitioners (RCGP) Scotland, the Scottish Rural Health Partnership (SRHP) and the Rural GP Association of Scotland (RGPAS).

Martine Scott

Programme Manager

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Website: www.SRMC.scot

STAND 76

SCOTTISH COT DEATH TRUST



The Scottish Cot Death Trust supports families affected by the sudden and unexpected death of an infant (SUDI) or child of pre-school age.

Our support services can include: outreach support, counselling, befriending, and a Next Infant Support Programme, designed to provide ongoing support to pregnant families who have experienced a SUDI.

As well as providing research funding, the charity also provide SUDI/Reduce The Risks education sessions for parents and professionals in healthcare and childcare.

Lynsay Allan

Executive Director

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Website: www.scottishcotdeathtrust.org

STAND 77

DIGITAL HEALTH AND CARE SCOTLAND



Digital Health
& Care Scotland

Digital technology will reshape our health and care services and supports the vision of person-centred care. Scotland's Digital Health and Care Strategy, published last year, sets out our vision for change and the six domains of work that will achieve it. Join us on the stand to discuss these key work streams, what they mean for you, and for those you care for.

Mark Simpson

Communications Manager

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STAND 78**PROFESSIONAL STANDARDS AUTHORITY**

We help to protect the public through our work with organisations that register and regulate people working in health and social care.

We are independent and we are accountable to the UK Parliament. Our reports help Parliament monitor and improve the protection of the public. We also encourage organisations to improve the way they register and regulate health and care practitioners in the UK.

We are committed to being independent, fair, consistent, proportionate and focused on public protection.

Christine Braithwaite

Director of Standards and Policy

Email: Christine.braithwaite@professionalstandards.org

Website: www.professionalstandards.org.uk

STAND 79**THE GOLDEN JUBILEE CONFERENCE HOTEL**

Recently awarded "Scottish Conference Hotel of the Year", The Golden Jubilee Conference Hotel is the natural choice for NHS events.

With 14 meeting spaces for events up to 250 delegates and 168 bedrooms it is perfect for day meetings, conferences or national residential meetings. In addition to ensuring a seamless event, you can rest assured that any monies staying within NHS Scotland.

Eleanor Muir

Sales Manager

Email: eleanor.muir@goldenjubilee.scot.nhs.uk

Website: www.goldenjubileehotel.com

STAND 80

HEALTH AND SOCIAL CARE ALLIANCE SCOTLAND (THE ALLIANCE)



The national third sector intermediary for a range of health and social care organisations.

Our vision is for a Scotland where people of all ages who are disabled or living with long term conditions, and unpaid carers, have a strong voice and enjoy their right to live well.

Alison Livingstone

Events and Communications Co-ordinator

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Website: www.alliance-scotland.org.uk

STAND 81

BDA – DIETITIANS IN SCOTLAND



The BDA will advocate the fantastic work dietitians in Scotland do to prevent illness and improve health and wellbeing. Particular examples from community and care settings will promote the unique role of dietitians in the prevention, early detection, early intervention and management of the full spectrum of malnutrition.

Dietitians use their specialist nutritional skills to enable and support people – healthy and unwell – to make appropriate lifestyle and food choices throughout life.

Ruth Balmer

BDA Policy Officer for Scotland

Email: scotland@bda.uk.com

Website: www.bda.uk.com/scotlandboard

STAND 82

AUDIT SCOTLAND



Audit Scotland supports the improvement of public services by looking at how public money is spent, and whether policies are achieving desired outcomes. We carry out extensive work on Scotland's health and social care services. We report on health boards, councils and integration authorities, on behalf of the Auditor General and the Accounts Commission.

More information can be found on our website under our 'Transforming Health and Social Care Services in Scotland' hub.

Lorna McInnes

Audit and Business Assistant

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Website: www.audit-scotland.gov.uk

STAND 83

HAPPY TO TRANSLATE



HTT provides a unique logo, tools and guidance to member organisations, enabling them to deliver a quality service to those who face language barriers.

Membership of HTT is open to organisations committed to being inclusive and accessible to all their customers, regardless of language or cultural differences. HTT is a positive force of goodwill and makes good business sense to an organisation wishing to engage with communities that may otherwise be hard to reach.

Katrina McEntegart

Development and Marketing Officer

Email: kmcentegart@trustha.org.uk

Website: www.happytotranslate.com

STAND 84

NMAHP RESEARCH UNIT



The Nursing, Midwifery and Allied Health Professions (NMAHP) Research Unit is a multidisciplinary national research unit, funded by the Scottish Government Chief Scientist Office based within Glasgow Caledonian and Stirling Universities.

The Unit aims to conduct high quality research that makes a difference to the lives of the people of Scotland working with the NHS and other key stakeholders to identify effective sustainable interventions and practices to improve health and wellbeing.

Karen Stanton

Unit Administrator

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Website: www.nmahp-ru.ac.uk

STAND 85

UNIVERSITY OF DUNDEE, DUNDEE INSTITUTE FOR HEALTHCARE SIMULATION



The Surgical and Clinical Skills Centres, within the University of Dundee's School of Medicine, form the Dundee Institute for Healthcare Simulation capitalising on combined expertise and experience of providing simulation-based medical education spanning 30 years.

Current activity includes all aspects of healthcare provision including procedural, communication and non-technical skills. Significant recent advances have been made in developing cadaveric models for skills training and image-guided therapies, and developing national programmes for clinical and communication skills.

Angela Duncan

Business Projects Lead

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STAND 86

SOLICITORS FOR OLDER PEOPLE SCOTLAND



An affinity group of Scottish Law Firms providing legal services to older people in Scotland.

We try to remove any fear older people may have about seeking legal help.

We adhere to a Code of Practice including assessing all clients over 60 for Legal Aid for Wills, Powers of Attorney and Advance Directives.

We engage with third sector groups, NHS and local authorities all over Scotland delivering free talks and sessions on legal forward planning.

Vivienne Malcolm

Development and Training Manager

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Website: www.solicitorsforolderpeoplescotland.co.uk

STAND 87

ROTOFORM/LASERBAND



RotoForm Limited manufacture and distribute the Custom Laserband Patient Wristband Solution.

Laserband is the number one patient wristband solution globally and the only "self-laminating" wristband available in the market.

Requiring no investment in additional ICT infrastructure Laserband uses existing laser printers to produce the patient wristband and associated labels at a single pass.

Laserband is designed to meet users' exact requirements. It is in use at circa 200 NHS Hospital's in England & Wales and has been deployed within NHS Scotland

Tony Flynn

Business Development Manager

Email: rf.laserband@rotoform.ie

Website: www.rotoform.ie

STAND 88

CANCER SUPPORT SCOTLAND



Cancer Support Scotland provides emotional and practical support to anyone affected by cancer.

We offer Counselling, Complementary Therapy, Stress Management courses and Podiatry services before, during and after treatment. Our Calman Centre offers a calm space, information and support and brings people together via support groups. We work in partnership with other organisations to provide outreach community services to serve people in the areas in which they live.

Claire Garton

Volunteer Service Co-ordinator

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Website: www.cancersupportscotland.org



Scotland's digital health leaders recognised at Holyrood Awards

Scotland's digital health champions have been recognised for their achievements at the Holyrood Connect Digital Health and Care Awards 2019.



William Edwards, director of eHealth at NHS Greater Glasgow and Clyde, won the Digital Leader Award. Edwards won the main category award for being a leader and key player in creating an environment and culture for large scale digital transformation in health and care. Since joining the board in 2017, he has led the development of NHS Greater Glasgow and Clyde's digital strategy, which sets out a long-term plan for digital transformation. He was nominated for "hugely strengthening" clinical eHealth leadership, for embedding digital in the board's work and vision, and for significant contributions to regional and national health developments.

Dr Pam Ramsay, from Edinburgh Napier University, won the Digital Impact Award for her work in developing criticalcare.recovery.com into an e-health resource to support

recovery among intensive care patients across Scotland and the United Kingdom. More than 15,000 people are admitted to an intensive care unit in Scotland each year, and the e-health innovation was specifically designed to help support patients with long-term physical and psychological issues after discharge home. The website has been viewed by more than 20,000 people since going live.

Each of the categories were sponsored by InterSystems. The awards were presented by Jeane Freeman, cabinet secretary for health and sport in the Scottish Government and Charles King, InterSystems lead in Scotland.



CAPTURE YOUR LEARNING FROM THE SESSIONS

Use this sheet to capture your learning from the sessions at the event.

Session:	
What I learned:	
What I plan to do as a result:	

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CAPTURE THE CONTACTS YOU MADE

Use this sheet to capture the details of the people you meet at the event and those who you plan to follow-up with after the event.

Name:	
Job title:	
Organisation:	
Email address:	
Telephone number:	

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NOTES



THANKS

The NHS Scotland Event wouldn't be possible without the hard work, commitment and support of a number of people. We would like to thank everyone involved in making the NHS Scotland Event 2019 possible.

EVENT BOARD

Jason Leitch – Clinical Director
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John Wood – COSLA
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Michael Kellet – Chief Officer, Fife HSCP

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Tiffany Bonar – Poster Lead
Alexandra Rice – Clinical Fellow
Kirsten Wooley – Clinical Fellow
Suzanne Hart – Team Leader Health Communications
Ruth Jays – Team Leader, Person-Centred and Quality Unit

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Susan Russell – Programme Lead
Sam Smith – Programme Lead
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Tiffany Bonar – Poster Lead
Simon Williams – Shared Learning Lead
Dan Morris – Social Media Lead
Laura Drummond – Event Officer
Robyn Wilson – Event Officer

EVENT LOGISTICS

Eventage

EVENT SUPPLIERS

APS
Creative Koala
Mirage TV
Whitespace
Young Media
Darling Forsyth (Graphic Artists)

EVENT PARTICIPANTS

Pennie Taylor – Event Chair
Session Co-ordinators
Session Speakers and facilitators

THE VENUE

SEC management, technical and catering team

OTHER EVENT EXHIBITORS AND SPONSORS

We would like to thank all of our exhibitors and sponsors for choosing to support the Event, and for adding to the experience of our delegates.

IMPROVING STANDARDS OF CARE ACROSS SCOTLAND MATTERS.



Scotland's National Patient Management System Provider.

NHS Scotland uses InterSystems' PMS to get immediate access to better clinical and administration information from one standard healthcare information system – enabling improved diagnosis, patient care and safety, reduced costs, and enhanced reporting while reducing the amount of paper used. Patients and care providers benefit from a better patient experience and improved outcomes from hospital to home.

Learn more at
[InterSystems.com/uk](https://www.intersystems.com/uk)

The power behind what matters.



