



OPPORTUNITIES AND NEW INITIATIVES



Hello,

Our July edition sees us continue to celebrate the success of you and your colleagues.

And there's plenty more opportunities to get your work recognised through this year's Scottish Health Awards. We have fantastic partnership work going on so please get nominating. You've got a lot to be proud of.

Note our article on iMatter, which is the employee engagement survey which all Partnership staff will use to have their views on the workplace heard. iMatter launches at the end of the month so speak to your manager and prepare to have your say.

We also introduce some of our latest campaigns and importantly, a significant new programme of work to review Urgent Care Services. This work is just one of many of our reviews as part of our journey to seamless care routes and bring care closer to home across communities.

Remember, if you've got a story or news item you would like to feature or read about, drop Connie Flint, Communications Manager a line on connie.flint@fife.gov.uk

Michael Kellet
Director

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Embracing 'What Matters To You Day' 2017

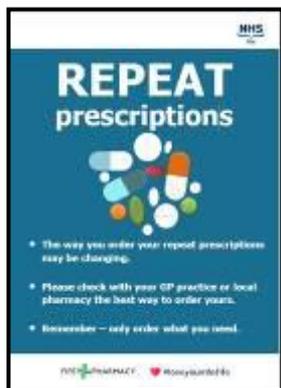


Hundreds of colleagues took part across the Partnership to fly the flag for Fife and support 'What Matters To You? Day' last month.

Teams were asked to capture their day in pictures and you did it in style. A huge thank you to everyone who took part and involved patients and service users where possible. Many of our services are now including "what matters to you" as a core question as part of their conversations with people using our services. Enjoy this selection of photos which captures just some of the activity that took place.



Patients and carers' urged to help reduce medicine waste



Colleagues in our Community Pharmacy teams have launched a new campaign to help reduce medicine waste. The initiative is asking patients and carers' to think before they re-order their medicines.

Repeat prescriptions roll on usually a 2 monthly basis. During the time between orders, people's medical circumstances can change. This means the medicines they are prescribed can change too. They can be reduced, changed or in some circumstances stopped.

This can lead to unused medicines often left sitting in a drawer or handed into the pharmacist for disposal.

Patients and carers' are being asked to help reduce waste by only re-ordering their medicines when they have a 7 day supply left. This way we can take account of any changes and only order what they need.

Snippets: There's a lot going on in the world of Pharmacy. Check out the latest [Pharmacy News](#) here.

When patient or carers' needs a repeat prescription they should contact their GP practice or pharmacy, who can help with any queries about this new initiative. Patients and carers' can continue to re-order prescriptions:

- Online by visiting their GP practice website
- In person at their GP practice or pharmacy
- By telephone (where a GP practice or pharmacy accepts telephone calls)

Board Spotlight



Simon Little

June's meeting of the Partnership's Board saw our new Chair, Simon Little welcome new Fife Council Elected Members and NHS Fife Board representatives. The key approvals made by the Board were as follows:

- Care At Home – to enter into Phase 3 of the Care At Home transformation. This will move the service forward to meet the changing needs of the people of Fife and manage growing demand for care at home services. It builds on the success of Phases 1 and 2 which saw the matching of staff availability with demand and the Fife wide roll out of a new scheduling tool on home carers' smart phones.

- Appointments to the following sub-committees:
 - Clinical and Care Governance: Cllr Tim Brett (Chair)
 - Finance and Performance Committee: Cllr David Graham (Chair)
 - Audit and Risk Committee: Christina Cooper (Chair)
- It was confirmed that Cllr David Graham has been appointed as Fife Council's Health and Social Care Spokesperson.
- Agreement to form a single budget for the Fife Community Equipment Partnership (FCEP). The FCEP consists of Social Work, NHS Fife and Fife Council's Education Service, working with Fife Council's Building Services who deliver and fit a wide range of equipment to help adults and children across Fife maintain as independent a lifestyle as possible.

Full copies of the papers and minutes are available on [online](#). The next meeting of the Board will be held in Conference Rooms 2/3 of Fife House, North Street, Glenrothes on the 27 July 2017 at 10.00am.

Review of Urgent Care – improving the service experience when the GP is shut



When someone you know becomes unwell or has a cut or sprain after 6pm in the evening, in the middle of the night, at the weekend or during a public holiday, knowing where to go to get the right help and advice can be confusing.

To help us improve the experience for people seeking care and advice when their GP practice is closed, we are working in collaboration with a wide range of services.

Referred to as Urgent Care Services, these are:

- **GP Out of Hours**
- **Minor Injury Services**
- **Scottish Ambulance Service**
- **NHS 24**
- **GPs**
- **Mental Health services**
- **District Nursing**
- **Voluntary Sector**
- **Council Services**
- **Palliative Care**

Our joint goal is to develop new ways of working that bring professionals together for an improved and more seamless service.

As we start to review potential options for Fife, we will develop a proposal for public consultation later this year to engage with patients, staff, GPs, public, carers and partners. Together, our aim is to ensure people get the right care, by the right person, at the right time.

Get connected.....

Colleagues will be kept informed through an Urgent Care Review newsletter. Check out the first edition [here](#) with the second edition coming soon. Keep an eye out for staff updates through emails and the intranet too.

Want to know more or get involved?

Seonaid McCallum is the chair of a multi-disciplinary, multi-agency Working Group tasked with leading the work to reform Urgent Care and is keen for colleagues to have their say:

- Attend and participate in the staff engagement sessions(dates to follow)
- Share your thoughts and concerns with your partnership representative
- Share your ideas with us - Fife-UHB.UrgentCareRedesign@nhs.net.
- Keep an eye out for the next brief and consider being involved in the options appraisal

Contact details:

- Staff representatives: Gillian Tait – gilliantait@nhs.net or Lynne Parsons – lynneparsons@nhs.net
- Project team: 01383 565 371 or Fife-UHB.UrgentCareRedesign@nhs.net

Snippets: Our community hospital review continues. The review is wide and complex but be reassured that work is on-going. The next steps has representatives including Allied Health Professionals, GPs, community hospital, social care, Geriatricians and OTs working to identify what the potential models of care could be. To do this they will consider complex care needs, clinical care models and links with home care and many others as we map the patient journeys from hospital to community.

Thank you to all colleagues involved so far. Your views and feedback underpins all this work. We will be back in touch soon.



Used for many years by colleagues in NHS Fife and NHS bodies nationally, iMatter is the employee survey which the whole of the Partnership has now adopted.

Using one single tool to engage with employees will give us a consistent way of gathering your feedback and views on what is currently working and where we can make improvements.

This is particularly important as teams integrate within the Partnership and brings great benefits such as providing a single

source of information to help influence and shape decision making and will help to develop single team action plans.

What happens now?

iMatter launches on 24 July 2017 and will be live for 3 weeks.

It will be available online or in hardcopy and your managers should be speaking to you and your colleagues over the coming weeks in the run up to launch day. The survey is confidential and should take no more than ten minutes to complete.

Please get involved and complete the survey as soon as you can. This is your chance to give feedback and influence change and improvement in your workplace.

Got a query about iMatter?

Fife Council colleagues should contact:

- Kirsty Berchtenbreiter, HR Adviser on 03451 55 55 55 + Ext 444256
kirsty.berchtenbreiter@fife.gov.uk
- Ian Wilson, Service Manager (Resources) on 03451 55 55 55 + Ext 446899 or
ian.wilson@fife.gov.uk

NHS Fife colleagues should contact:

- Bruce Anderson, Head of Partnership on 01592 648187 ext 21166 Bruce.Anderson@nhs.net

The Scottish Health Awards – Get nominating



Nominations are now open for the Scottish Health Awards – the prestigious national awards ceremony that recognises the work of healthcare professionals across the country.

Run by the Daily Record in partnership with NHSScotland and the Scottish Government, the Awards are now well established in the Scottish calendar and recognise those that go that extra mile to improve the health and wellbeing of the people of Scotland.

This year, there are 17 award categories so plenty of opportunities to get nominations in from across the Partnership.

To nominate the work of teams and individuals across Fife in both acute and the community this year, visit www.scottishhealthawards.com where you can also find out more about the award categories.

Nominations close at 5pm on Thursday, 31st August, 2017.

Congratulations!



Dawn Adams, Clinical Director, Community Dental Services who was awarded Order of the British Empire (O.B.E) in the Queen's Birthday Honours List 2017 for her services to Dentistry. With a career spanning 33 years, this fantastic achievement recognises Dawn as a leader in the dental industry. We look forward to seeing the photo of her with O.B.E in hand, when it's presented to her by the Queen later this year.

Michael and Dawn

NHS Fife's frailty team received a top billing at NHS Scotland's flagship conference. They headlined a session on 'Empowering Partnerships' at the prestigious NHS Scotland Event 2017 at the end of June. The frailty assessment service at the Victoria Hospital, Kirkcaldy, is the first of its kind in Scotland. It brings together staff across a number of areas: Specialist Consultants, Nurses, Physiotherapists, Occupational Therapists and Social Workers who identify frailty in patients at the earliest opportunity.

East Fife Community Support Service has received top marks for Quality of Care and Support and Quality of Leadership and Management. Awarded with a Grade 6 (Excellent) by the Care Inspectorate, it is the highest grade that can be achieved. The team were particularly commended for the systems they have in place to ensure good communication and participation between service users and their families so they have choice over their activities and ultimately a very positive experience.