

Dear Colleagues,

As the sun starts to emerge and we touch the edge of spring I had hoped that the health and care system might give us a glimmer of easing up. I was Portfolio lead on call last week and over the weekend, and the pressure on the system was relentless, right across Grampian and on all parts. The efforts of everyone have been, and continue to be, tremendous, and the joint work to balance pressure across the system was truly inspiring. This however is not sustainable. We will need to continue with the redesigns that we have started, and to keep looking outwards to see what is happening in other parts of the country that we might learn from, and to share our developments (lots of interest in Discharge to Assess model). And please take your full leave entitlement - I know it can be hard to fit it in sometimes - but you are the most important asset that we have and we all need to look after ourselves. An extra day of leave is welcome (see the update for detail) and I hope when you take it that the sun is shining!



Simon Bokor-Ingram
Chief Officer
Moray Portfolio

An Official Statistics Publication for Scotland

Scotland's Chief Statistician today announced the publication of the latest [Long-term Monitoring of Health Inequalities report](#).

The report includes a range of indicators selected in order to monitor health inequalities over time. These indicators include: healthy life expectancy, premature mortality, all-cause mortality, baby birthweight and a range of morbidity and mortality indicators relating to alcohol, cancer, coronary heart disease and drug use. The report investigates both absolute and relative inequalities.

The COVID-19 pandemic is likely to have had an impact on the most recent data for most indicators included in this report. Where there has been analysis undertaken to assess the impact of the pandemic that is relevant to a specific indicator the details have been included in the corresponding chapter.

HSCM Workforce Wellness Sessions

Values Based Reflective Practice Taster Session - for Health & Social Care workforce (NHS Grampian & Moray Council), Online via Teams – Wednesday 9 March at 1pm – 2pm.

VBRP® is a registered NES model which is all about conversation; it helps staff take time out to look at what's going on for them, and aims to support staff so that they

are more able to provide the care they came into the service to offer. VBRP® takes place within a group held by a trained facilitator, and the reflective tools used in VBRP® are designed to keep the process safe and confidential. During the session, staff are encouraged to think in different ways about their working life, maybe something which has “tugged” at them, or impacted upon them, for some reason. Taking part in a VBRP® session enables staff to get behind the assumptions which they might make in the hurry of life in a busy environment and to really hear each other. VBRP® doesn't force a solution, but gives staff space to look at other possibilities and it does this in a safe and supportive way which leads to an increased level of trust within teams.

The Queen's Platinum Jubilee

HM The Queen marks 70 years on the throne this year, celebrating her Platinum Jubilee on 2 June 2022. The Scottish Government has confirmed an additional day of Annual Leave is being granted to all NHS Scotland staff in commemoration of this event. The additional day of Annual Leave (defined as an employee's weekly contracted hours divided by 5) will apply to all NHS Grampian staff and must be taken during the 2022/23 leave year.

It is recognised this may be difficult for certain medical staff depending on the timing of their personal leave year, however flexibility will be exercised. Every effort will be made to allow staff to take this leave on a flexible basis and at a time most convenient to them. Managers are asked to maximise the granting of requests for leave on 2 & 3 June 2022, within service pressures.

Moray Integration Joint Board Clinical and Care Governance Committee

The Clinical and Care Governance Committee met on 24 February 2022 via MS Teams. Amongst other matters, the Committee discussed complaints reported and closed during Quarter 3 2021/22 (1 October – 31 December 2021).

NHS and Local Authority Complaints Handling Procedure/Policy requires all staff to deal with feedback and complaints in a person/client-centred way. The procedure has been developed working closely with the Scottish Public Services Ombudsman (SPSO). There is a standard approach to handling complaints across the NHS and Local Authority, which complies with the SPSO's guidance on a model complaints handling procedure and meets all of the requirements of the Patient Rights (Scotland) Act 2011, and accords with the Healthcare Principles introduced by the Act.

All forms of feedback, including complaints, give HSCM valuable information to use to continuously improve services, the experiences and satisfaction of people along with their families and carers.

Fiona Elcock Vaccination Centre

The Fiona Elcock Vaccination Centre in Elgin remains open daily from 10.15am to 5.30pm for walk-ins and booked appointments for first, second, third and booster doses.

Planning is underway for the universal offer for COVID-19 vaccination for Children aged 5-11yrs who will be offered their COVID-19 vaccination appointment from 19 March 2022, this will be for 2 doses 12 weeks apart.

Alongside the 5-11yrs COVID-19 vaccinations, those individuals who are 75 years and over, residents in older adult care homes and those aged 12 years and over who are immunocompromised will be eligible for the spring booster; from 24 weeks after their last booster.

Dose coverage among the Moray population aged 12 and over currently stands at:

1st - 92.7%

2nd – 87.5%

Booster – 73.4%