

From: [REDACTED]

Sent: 26 July 2017 11:20

To: [REDACTED]

Subject: Inpatient Care Experience survey - clinical governance and quality

Please find attached a completed application form in relation the above survey, as requested by [REDACTED]

If you need any more information please let me know.

Kind regards

[REDACTED] | Health and Social Care Analysis | The Scottish Government | BR, St
Andrews House | Edinburgh

latest publications: www.gov.scot/Topics/Statistics/Browse/Health/careexperience

From: [REDACTED]
Sent: 27 July 2017 17:02
To: Scottish Government Health Resilience Unit
Subject: NHSScotland Resilience Forum - Request for other Group Report

To: All Health Board Resilience Leads

The next meeting of the NHS Resilience Forum takes place as follows:

10:00, Tuesday 29th August 2017, in Atlantic Quay, Glasgow, G2 8LU

Attached is the template for your returns for the agenda item covering update reports on the activities of other Groups that colleagues attend on behalf of the Forum. Please ensure that you report on events between **1st May 2017 and 31 July 2017**.



**Request for
Group Reports.d...**

I would be grateful if completed templates could be uploaded to Resilience Direct <https://collaborate.resilience.gov.uk/RDService/home/68704/Upload-Board-Reports> no later than **Friday 11th August 2017**. (Due to a technical problem on RD you will have to cut & paste the link above into your browser)

The other Board Report template has been amended and has been distributed to you and your Executive Leads earlier today.

If you have any special catering or access requirements please indicate by replying to this email.

Any questions please let me know.

[REDACTED]
SG Health Resilience Unit | Scottish Government | 2 East South | St. Andrews House |
Regent Road | Edinburgh | EH1 3DG | [REDACTED]

For emergency out of hours contact SG Health Resilience Duty Officer via pager: 07699756773

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Preparedness, Resilience and Response

From: [REDACTED]
Sent: 27 July 2017 22:46
To: [REDACTED]
Cc: Gray, Ros; ann.gow@nhs.net
Subject: RE: PCCT

Hi [REDACTED]

I really enjoyed the visit. I think the work on the PCCT [REDACTED]
[REDACTED]

I have spoken with [REDACTED] and the HIS and NSS team today about testing a tablet with you to capture the PCCT information. The key output from this would be the learning between the charge nurse and her team but at the same time feeding generating information for improvement and assurance.

Perhaps [REDACTED] could support the EiC nutritional care working group and in doing so she could focus on and support the improvement work needed as a result of your OPAH report. We could also involve her in the testing of the tablet.

Let me know what you think. Keen to help as I am sure [REDACTED] is. I have copied her in for ease.

Sorry to have missed you [REDACTED], hopefully catch up soon.

Regards

[REDACTED]
From: [REDACTED]
Sent: 27 July 2017 17:57
To: [REDACTED]
Cc: [REDACTED]
Subject: PCCT

Dea [REDACTED]

Thanks so much for visiting yesterday it was great to chat.
Please find attached the document we are currently piloting .

I have chatted with [REDACTED] and I am hopeful as this becomes embedded there will be less requirement for the audits that are being done by Clinical Governance . I think [REDACTED] and I are keen to demonstrate the benefits of SCN owning it and hopefully that will move us forward in terms of what we are auditing out with the SCN audits, this will hopefully start the cultural change process and reassure all .

We are delighted to pilot anything around EIC here at Borders so please let me know

Kind regards

[REDACTED]

[REDACTED]

[REDACTED]

NHS Borders

[REDACTED]

NHSScotland Resilience Forum: Health Board Update Report

01 May 2017 to 31 July 2017

*Notes for completing the Health Board's submission

- This submission should be approved by the Board's Executive Lead For Resilience.
- Please be clear, succinct and precise in your responses.

Name of Health Board:

Completed By (Resilience Lead):
Approved By (Executive Lead):

A:

1. Incidents during the reporting period

Incident: <i>What happened, when (include date) & what was the impact?</i>	Was this declared a Major Incident by (a) your Health Board or (b) another agency?	Lessons <i>What issues or lessons were identified following a review / debrief of the incident?</i>	What key changes has the Board made or agreed to make since the incident? <i>Please identify the changes implemented or agreed to be made and give dates</i>
Nil			

2. Exercising

a) Internal (Health Board)			
Exercise(s) Undertaken <i>Identify <u>briefly</u> (a) name of the exercise, (b) its focus/aim and (c) target professional/staff groups</i>	What <u>key</u> issues/lessons/ recommendations were identified by the exercise? <i>Please provide succinct information.</i>	What capacity or capability improvements <u>have been</u> <u>implemented</u> within the Board following the exercise?	What recommendations /improvements identified by the exercise <u>have yet to be</u> <u>addressed or implemented</u> by the Health Board? <i>Please briefly state the</i>

NHSScotland Resilience Forum: Health Board Update Report

			<i>outstanding actions and give target dates / timespan for completion</i>

b) External (Multi-agency)			
Exercise(s) participation <i>Identify <u>briefly</u> (a) name of the exercise, (b) its focus/aim and (c) target professional/staff groups</i>	What <u>key</u> issues/lessons/ recommendations were identified by the exercise? <i>Please provide succinct information.</i>	What capacity or capability improvements <u>have been implemented</u> within the Board following participation in the exercise?	What recommendations /improvements identified by the exercise <u>have yet to be addressed or implemented</u> by the Health Board? <i>Please briefly state the outstanding actions and give target dates / timespan for completion</i>

3. Training

a) Internal		
Training provision during the period for Health Board staff <i>Identify <u>briefly</u> (a) the focus/aim of respective (resilience) training events provided and (b) target staff groups for each. Add additional rows if necessary.</i>	Anticipated capability improvements <u>within the Health Board</u> as a result of this training:	Training events for Health Board planned to take place during the next reporting period. <i>Identify <u>briefly</u> (a) the focus/aim of respective (resilience) training events planned and (b) target staff groups for each</i>

NHSScotland Resilience Forum: Health Board Update Report

b) External Engagement		
Multi agency training events that Health Board staff attended during the period. <i>Identify <u>briefly</u> (a) the focus/aim of respective training events attended and (b) who attended.(job title)</i>	Anticipated capability improvements <u>within the Health Board</u> as a result of participation in this training. <i>Please state briefly.</i>	Multi-agency training events during the next reporting period that Health Board staff plan to participate in. <i>Identify <u>briefly</u> (a) the focus/aim of respective multi-agency training events planned and (b) which HB staff will attend.</i>

4. Planned developments or activities

Please indicate the Resilience Committee's priorities and expected outcomes during the next reporting period. <i>Please add additional rows below if necessary.</i>	
1.	
2.	

B: Please indicate who from your Board will be attending the Forum on 29/08/2017.
(Please add all names and any apologies)

Name:		Attending Yes/No	Any Dietary or other special requirements?

Please Note:

1. Additional lines can be added to the tables above as required
2. All boxes in sections 1 & 2 must be completed for each incident, training and exercise event

NHSScotland Resilience Forum: Health Board Update Report

3. Completed form should be uploaded to the relevant page on Resilience Direct
<https://collaborate.resilience.gov.uk/RDService/home/68704/Upload-Board-Reports> by 11 August 2017.

For technical reasons in RD you will have to cut and paste the link above into your browser.

4. Any queries on this form please contact 0131 244 2429

NHSSCOTLAND RESILIENCE FORUM
REPRESENTATION ON OTHER GROUPS

01 May 2017 – 31 July 2017

This template should be used by colleagues who represent the NHSScotland Resilience Forum on other Groups, to provide updates on recent activities, key issues and potential implications for the NHS.

Name:

NHS Board:

Name of Group:

Date of meeting:

Report (please use the spaces below):

<u>Recent activities</u>
<u>Key Issues</u>
<u>Implications for NHS Boards</u>

Completed templates should be loaded onto Resilience direct along with your Board update no later than **Friday 11 August 2017**.

<https://collaborate.resilience.gov.uk/RDService/home/68704/Upload-Board-Reports>

(You will have to cut & paste the link above into your browser)

From: [REDACTED]
Sent: 27 July 2017 16:49
To: Scottish Government Health Resilience Unit
Subject: NHSScotland Resilience Forum - Board Reports

TO: Executive Leads for Resilience
Resilience Leads



Request For
Board Reports.docx

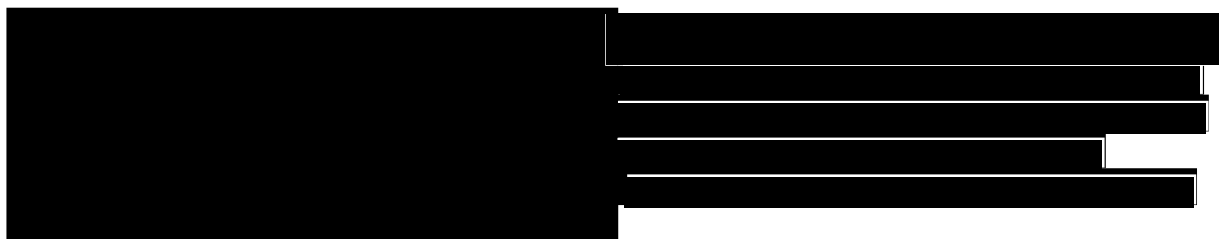
Dear Executive Lead

You will be aware that, over the last six years, Health Boards have been asked to submit Board Updates in advance of the national NHSScotland Resilience Forum meetings. The content and format of these Board Update templates have been changed over this period in the light of experience and to reflect priorities.

In general the Board Updates are intended to:

- Highlight learning and continuous improvement;
- Promote understanding of the changes and developments within Boards, particularly in relation to the organisation's capabilities; and
- Highlight what Health Boards across Scotland are working on, learn from each other through across-region engagement and partnership.

Scottish Government Health Resilience Unit collates information from these submissions and produces a composite report which is circulated to Forum members and placed on the Forum's agenda for consideration. The composite report is also occasionally used to brief SG Health and Social Care Directorates Directors on how Boards are progressing with the resilience agenda. You may have seen previous versions via your Resilience Lead.



Please find attached a revised pro-forma template for the Board Update. We expect that the pro-forma will be completed by your Resilience Lead. However we are now asking that the Board's submission is approved by you, as the Board's Executive Lead For Resilience, so that we can be clear that the report appropriately reflects the organisation's work if it is used as the basis for briefing or reporting on the Board's progress.

Please load the completed template onto Resilience Direct as normal.
<https://collaborate.resilience.gov.uk/RDService/home/68704/Upload-Board-Reports>

Due to a technical issue on Resilience Direct, you will have to cut and paste the link above into your browser.

Kind regards,



SG Health Resilience Unit | Scottish Government | 2 East South | St. Andrews House |
Regent Road | Edinburgh | EH1 3DG |

For emergency out of hours contact SG Health Resilience Duty Officer via pager: 07699756773

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Preparedness, Resilience and Response

From: [REDACTED]
Sent: 28 July 2017 10:24
To: Scottish Government Health Resilience Unit
Cc: [REDACTED]
Subject: National Pandemic Flu Service (NPFS): Testing: w/c 18 September 2017

ISSUED ON BEHALF OF [REDACTED]

Dear Pandemic Flu Co-ordinators and PH Pharmacy Leads

Earlier this year, many of the Boards took the opportunity to have a look at the online National Pandemic Flu Service, which may be activated in the event of a flu pandemic for the assessment of patients and distribution of antiviral medicines, as set out below. There is another opportunity to view/use the system during week commencing 18 September, as the system will be open for testing.

In the first instance, I'd be grateful if you could **indicate by Monday 7 August whether anyone in your Board would like to be involved in the testing**. There is flexibility to log on to the system when you like during that week.

Your Board will be able to nominate at least 2 people and probably more depending on how many people wish to participate. If you wish to provide names at this stage, please provide contact details on the sheet provided – otherwise we'll come back with a later deadline to provide these. If you cannot provide names at the moment, please let us know that you would like to participate.

If you wish to participate in the testing please also provide a contact in your IT department to help facilitate a smooth access to the testing system.

Best wishes

[REDACTED]
[REDACTED]
Health Resilience Unit | Scottish Government | [REDACTED]
[REDACTED] | Unit email address: SGHRU@gov.scot

For reporting incidents out-of-hours contact the SG Health Resilience Duty Officer via pager: 07699 756 773

Follow SG Health on twitter: @scotgovhealth

For more information: [SG Health Resilience Preparedness, Resilience and Response](#)

Dear Pandemic Flu Co-ordinators and PH Pharmacy Leads

As you may know, the National Pandemic Flu Service (NPFS) is an online and telephony service which may be deployed across the UK in the event of a flu pandemic. It may be used to assess patients, direct them to appropriate services and where relevant, provide them with a code to allow them to collect an antiviral from a local collection point. We occasionally have the opportunity to be involved in annual testing of the dormant system.

Along with colleagues in England who maintain the system, we would like to offer territorial Boards the opportunity to nominate up to 2 staff each who would be involved in the testing. From a Board's perspective, this would provide an opportunity to familiarise themselves more with the system.

The testing will take place over the week commencing 24 April 2017. Individuals would be able to access the system at a time of their choosing over that week. The testing would allow individuals to see:

- How to use the online NPFS system and generate an antiviral authorisation from a patient's perspective
- How staff issue an antiviral at an Antiviral Collection Point (ACP) – where a patient has used the system to generate an antiviral authorisation
- How a Health Care Professional can use the system to assess a patient and issue an antiviral
- How to add details of local antiviral collection points
- How to find the nearest ACP from a patient's perspective

Materials/information would be provided beforehand to help individuals use the system.

So in the first instance, I'd be grateful if you could **indicate whether your Board would be interested in participating in the testing – please reply to this email by Friday 24 February**. We will ask you to confirm your maximum of 2 nominated participants nearer the time.

If you have any **queries about the testing itself**, please contact me -

On a related note, you may know that the SG are investigating the possibility of making greater use of community pharmacies to issue antivirals during a pandemic. Presently, there is a general expectation that Boards may have to establish Antiviral Collection Points for the much of their population. My colleague, [REDACTED] is establishing a working group to examine the feasibility and implementation of this in more detail. If that were to be implemented, it will very likely be some time away.

Thanks

Health Resilience Unit | Scottish Government | [REDACTED]
Unit email address: SGHRU@gov.scot

SG Health Resilience Unit | Scottish Government | 2 East South | St. Andrews House |
Regent Road | Edinburgh | EH1 3DG [REDACTED]

From: [REDACTED]
Sent: 28 July 2017 11:08
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: National Pandemic Flu Service (NPFS): Testing: w/c 18 September 2017

Hi [REDACTED]

You are the contact I have as pan flu co-ordinator, as I believe [REDACTED] no longer works there and [REDACTED] has moved on to another role? Either way, you have been on my contacts list for the co-ordinators – which includes alternatives/stand-ins/copy to etc.

If that isn't the position, please let me know.

Thanks

[REDACTED]
[REDACTED]
Health Resilience Unit | Scottish Government | [REDACTED]
[REDACTED] | Unit email address: SGHRU@gov.scot

For reporting incidents out-of-hours contact the SG Health Resilience Duty Officer via pager: 07699 756 773

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*For more information: [SG Health Resilience](#)
[Preparedness, Resilience and Response](#)*

From: [REDACTED]
Sent: 28 July 2017 11:04
To: [REDACTED] Scottish Government Health Resilience Unit
Cc: [REDACTED]
Subject: RE: National Pandemic Flu Service (NPFS): Testing: w/c 18 September 2017

Morning Have I received this for information? Who are the Pandemic Flu Co-ordinator and PH Pharmacy Lead in NHS Borders?

Thanks

From: [REDACTED]
Sent: 31 July 2017 19:51
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Returning to NHS Borders

[REDACTED]

Thanks for your reply, delighted to have you on board. There is much work to be done so I will get [REDACTED] to get some time in the diary, advise about the meetings and also will advise [REDACTED] that you are taking up post until March 18 (at least) Are you available on 8th September for a meeting or are you on holidays ? The meeting is in Edinburgh

[REDACTED]

[REDACTED]

NHS Borders

From: [REDACTED]
Sent: 31 July 2017 11:33
To: [REDACTED]
Subject: Returning to NHS Borders

[REDACTED]

It was good to meet with you last week to discuss my return to NHS Borders on the 1st September. I appreciated the opportunity to share information about my background and previous roles as well as to hear your thoughts on what role I could undertake on my return.

I would be happy to take up your offer of working within the training and development team on the work we discussed, and look forward to finding out more detail.

I appreciate you need to speak with [REDACTED] in the first instance, but I would find it useful to be able to spend some time with her in August in advance of my return. You also suggested a couple of people in NHS Lothian that I could get in touch with and I think that would be extremely helpful too.

I'm not sure what the dates are for the CE ops and strategy groups or clinical governance etc but I would find it useful to attend those meetings to get updated on the current issues across NHS Borders.

I look forward to hearing from you.

Kind Regards

[REDACTED]

#hello my name is...

[REDACTED] | Chief Nursing
Officer's Directorate | Scottish Government | 2ER St Andrew's House | Regent Road | Edinburgh | EH1 3DG | Directorate of
Children & Families: Improving Health & Wellbeing Division | 1C North Victoria Quay| Edinburgh| EH6 6QQ | [REDACTED]

[REDACTED]

From: [REDACTED]

Sent: 27 July 2017 14:06

To: [REDACTED]

Subject: RE: Primary Care Fund Allocation for Pharmacists in GP Practices - Monitoring Template for Completion by 31 July

Hi [REDACTED]

Many thanks for this,

[REDACTED]

From: [REDACTED]

Sent: 27 July 2017 12:59

To: [REDACTED]

Subject: RE: Primary Care Fund Allocation for Pharmacists in GP Practices - Monitoring Template for Completion by 31 July

[REDACTED]

Completed template attached

Kind regards

[REDACTED]

[REDACTED]

From: [REDACTED]

Sent: 20 July 2017 15:00

To: [REDACTED]

Subject: Primary Care Fund Allocation for Pharmacists in GP Practices - Monitoring Template for Completion by 31 July

WARNING: This email originated from outside of NHS Borders. Do **NOT** click any links or open any attachments unless you are **COMPLETELY** sure they are safe. **Be aware that the sender's address could be forged.**

Dear [REDACTED]

Please find attached a revised monitoring template for Primary Care Fund – Pharmacists in GP Practices activity for completion. Primary Care Fund monies should be used in line with circular PCA (P) (2017) 4 – Primary Care Funding Allocation for Pharmacists in GP Practices 2017-18.

The primary purpose of the fund is to deliver up to 140 wte pharmacists with advanced clinical skills by year 3 (2017-18). As highlighted in the circular, Boards should also be planning against the delivery of the Programme for Government commitment which is that every GP practice will have access to a pharmacist with advanced clinical skills by 2021.

It is important that the information you supply is in the template provided. We also need to be informed at the earliest opportunity if you are unable to spend your allocation, particularly the additional sum referred to in Section 3 of the monitoring template.

Please note that future updates will be requested on a quarterly basis.

Please can you complete the template and return to me by email
[redacted] by **31 July 2017**.

Many thanks

[redacted]

[redacted]

Pharmacy Branch
Pharmacy and Medicines Division

[redacted]