The last year has seen a number of important milestones including the start of construction of the new Stirling Care Village. Building work is now well underway with the new facilities on track to open in 2018. The two Health and Social Care Partnerships in Forth Valley were officially launched on 1 April 2016 and are now working closely with local staff, carers and voluntary organisations to help deliver better co-ordinated care.

In August 2016 we launched our new healthcare strategy ‘Shaping the Future’. This sets out our Vision for the future and outlines our key plans and priorities for the next five years.

Earlier this year, we also celebrated the much anticipated opening of the new Maggie’s Forth Valley Centre, in the grounds of Forth Valley Royal Hospital. This fantastic new facility, which is set in lovely woodland surroundings, is already making a real difference to local people affected by cancer.

Improving quality and safety remained a key priority for the Board and I was delighted that both Clackmannanshire Community Healthcare Centre and Stirling Community Hospital were praised for maintaining high standards of cleanliness following independent inspections.

The dedication, commitment and expertise of staff across the organisation were recognised throughout the year with a number of key national awards. These included an exceptional four wins at the 2016 Scottish Health Awards. Our local Staff Awards, which were launched in 2013, continued to go from strength to strength with more than 400 nominations for local staff, teams and volunteers. Many of our volunteers, local charities and businesses also helped to raise much needed funds for local services and I’d like to personally thank everyone who donated their time, money or gifts over the last year.

NHS Forth Valley, like many other Health Boards across the country, faced a number of challenges over the last year, particularly in relation to waiting times and delayed discharges. Work continues to reduce waiting times in a number of key areas with priority being given to urgent referrals and patients with the longest waits. Considerable efforts were made by staff throughout the year to deliver the £26m of savings required to meet our financial targets. This was a significant achievement however the financial climate remains challenging and work continues to identify further significant savings over the next 12 months.

Ensuring we have staff with the skills and experience to meet the future needs of local people is critically important which is why, over the last year, we have taken part in a pilot scheme which aims to help recently qualified GPs gain skills and experience in caring for older people. The doctors (also known as GP Fellows) work closely with local GPs and hospital based staff as well as providing medical support to our multidisciplinary Enhanced Community Teams. We continued to train young people for careers within the NHS through our new Modern Apprenticeship scheme and welcomed a number of new colleagues, including our Medical Director, Andrew Murray and Non-Executive Board Member Michelle McClung. At the end of March 2017, we also bid farewell to Jane Grant our Chief Executive who left NHS Forth Valley to take up post as the Chief Executive of NHS Greater Glasgow and Clyde. On behalf of the Board, I would like to take this opportunity to thank Jane for her hard work and commitment to driving forward changes and improvements across the organisation over the last three and a half years.

Fiona Ramsay
Interim Chief Executive
NHS FORTH VALLEY AT A GLANCE

Number of Staff: 6,148
Population Served: 300,000

Budget: £550m

Communities served:
- all areas covered by Falkirk, Stirling and Clackmannanshire Councils from Bo’ness to Tyndrum

3,153 babies delivered

79,954 attendances at Emergency Department and Minor Injuries Unit

217,416 outpatient attendances

5m tests carried out in our laboratories

49,896 hospital admissions

3,500 patient meals prepared every day

750,000 contacts with community nurses and Allied Health Professionals

Around 750,000 contacts with community nurses and Allied Health Professionals

Annual Report Summary 2016/17
NEW INITIATIVES & SERVICE DEVELOPMENTS

Shaping the Future

More care delivered closer to home, fewer hospital admissions, quicker access to services delivered by a wider range of healthcare staff and better planned, more co-ordinated care for vulnerable patients with complex needs – that’s the Vision set out in NHS Forth Valley’s new Healthcare Strategy. ‘Shaping the Future’, which was launched in August 2016, sets out ten key priorities which will shape the way local health services are designed and delivered across Forth Valley over the next five years.

The Strategy was developed following a major review of healthcare services across Forth Valley which looked at eight key areas. These included cancer care, emergency and out-of-hours services, mental health and learning disability services, care for older people and end-of-life care, long term health conditions and services for women and children.

Improving Mental Healthcare for Children and Young People

Mental health services for children and young people changed significantly over the last year to help increase capacity. Additional specialist staff were recruited in all areas and, as a result, waiting times have reduced dramatically with almost all children being seen within the 18 week target national target. A team of primary mental health workers support education staff to help identify mental health issues at an earlier stage and improve access to local services. The Service has increased engagement with local GPs and additional funding has also been made available to support frontline professionals who work with children at high risk of mental illness, including children and young people in care.

New Dementia Outreach Team

A new rapid response team was introduced to support care at home for patients with dementia. Staffed by four specialist nurses and two community care assistants, it aims to prevent crisis situations and avoid unnecessary hospital admission. Known as DOT, the Dementia Outreach Team is based at Stirling Community Hospital but provides a service to local people and their families across Forth Valley.
**New Police Partnership**

Police officers are now represented within Forth Valley Royal Hospital, and the three Scottish Prisons in Forth Valley (Polmont, Glenochil, and Cornton Vale) as part of a new partnership with Police Scotland. The aim is to provide dedicated police resources to respond to incidents, help prevent crimes being committed, provide support to victims of crime and address the fear of crime.

**Patient Reminder Service**

In some of our local outpatient clinics, as many as one in ten patients fail to show up to their appointment which, not only wastes staff time and resources, but can also lead to longer waiting times for others. To help address this, a new patient reminder service was trialled in gastroenterology, neurology and dermatology, to ensure patients automatically receive a telephone call around seven days before their appointment date. A recorded message asks patients to confirm they are planning to attend or speak to member of staff if they want to change or cancel their appointment. A text message reminder is also sent to patients with mobile phone numbers.

**Investing in Medical Equipment**

Plans to improve healthcare premises and medical equipment across NHS Forth Valley over the next five years were unveiled. This included a new state-of-the-art CT scanner which has been installed at Forth Valley Royal Hospital. Replacement endoscopy equipment was also purchased along with a number of new beds for local community hospitals. Eighteen replacement defibrillators were installed in community hospitals and four ultrasound scanners were purchased for our maternity unit. In addition, 10 blood pressure monitors, which are WIFI enabled, were bought for local wards to allow results to be sent directly to a patient’s electronic record. Additional diabetic retinal screening cameras and equipment used to help diagnose glaucoma were purchased to monitor patients at risk of developing eye-sight problems.
NEW INITIATIVES & SERVICE DEVELOPMENTS

Improving Audiology Services

New drop-in clinics were introduced to give people with hearing aids more choice about when they attend for check-ups. Audiologists are now available for morning sessions at both Stirling and Falkirk Community Hospitals in addition to the existing afternoon clinics. The move to offer a wider range of times followed feedback from a service user questionnaire which highlighted that many people wanted the option to attend a clinic prior to going to work, college or school. The audiology clinics enable people to get their hearing aids repaired and undertake further assessments or tests, if required.

Providing Advice for Older People

Hundreds of people in Forth Valley contacted a local health advice line for help and support during the year. ALFY (Advice Line for You) is operated by experienced community nurses and was established to help people aged over 65 to remain well at home and reduce avoidable hospital admissions. Calls were received from older people and their families seeking advice on a wide range of issues. These included requests for mobile equipment, information on how to access crisis and respite care, and help for people recently discharged from hospital who felt they were not coping. Staff can also signpost callers to relevant emergency social work, voluntary or local community based services.

Constructing the new Stirling Care Village

Key partners involved in the development of the new Stirling Care Village came together to cut the first sods to mark the start of construction. The innovative £35m development, which is being built in the grounds of Stirling Community Hospital, is a joint venture between Stirling Council, NHS Forth Valley, Health and Social Care Partnership and the Scottish Ambulance Service. Forth Valley College is also keen to explore opportunities to offer local young people, who are considering a career in the health and care sector, a range of training and volunteering opportunities within the new Care Village.
Opening of Maggie’s Forth Valley Centre

The new Maggie’s Centre in the grounds of Forth Valley Royal Hospital was officially opened in March 2017 by Lord Jack McConnell. The centre offers free practical, emotional and social support for people with cancer and their family and friends. Breast cancer charity Walk the Walk donated £3 million to help build the new centre using money raised by The MoonWalk Scotland.

Training Young People

A total of 24 young people between the ages of 16 and 24 were given the opportunity to gain valuable work experience in a wide range of business, administration and healthcare assistant roles across NHS Forth Valley. The Modern Apprenticeship scheme is delivered in partnership with Forth Valley College and the move supports a target by the Scottish Government to reduce levels of youth unemployment by 40% over the next five years. The scheme continues to go from strength to strength and the next intake of Modern Apprentices has already been recruited.

Baby Box Pilot

The First Minister visited Clackmannanshire Community Healthcare Centre to distribute the first baby boxes to local women as part of a three month pilot in Clackmannanshire. The boxes, which contain around 40 different essential items, such as clothes, nappies and books, are being rolled out to all newborn babies across Scotland from Summer 2017.
OUR PEOPLE

Nursing Accolades

NHS Forth Valley scooped two major awards at the 2016 Royal College of Nursing (RCN) Congress which took place in Glasgow. Professor Angela Wallace, NHS Forth Valley’s Director of Nursing, received a RCN Fellowship Award – a prestigious award which is given to individuals who have made an exceptional contribution to nursing or health care. A photograph taken by NHS Forth Valley’s Communication’s Department of a patient entertaining nursing staff at Forth Valley Royal Hospital won the People’s Choice Award in the RCN’s national Care on Camera competition. The image was selected from more than 800 entries from across the UK to create a photographic record of nursing as part of the RCN’s centenary celebrations.

Celebrating Success

NHS Forth Valley held its third Staff Award ceremony to recognise the hard work, care and commitment of local staff and volunteers. This winners and runners up were selected from more than 400 nominations – Seven awards were presented including top team, unsung hero and outstanding care.

Happy 5th Birthday

Staff from different wards and departments came together on 6th July 2016 to mark five years since the official opening of Forth Valley Royal Hospital. A party also took place in the Children’s Ward to welcome back some of the first babies who were born at the hospital when the new maternity unit opened.
OUR PEOPLE

Recognising Long Service

Around 120 NHS Forth Valley staff, with a total of 3,070 years service between them, received Long Service Awards after achieving 20, 30 and 40 years NHS service. A special award ceremony took place to celebrate their long careers hosted by NHS Forth Valley’s Chairman, Alex Linkston and Chief Executive, Jane Grant. Each member of staff received a specially designed certificate and a pin badge.

Crowning Glory

Anne Davidson, Catering Manager at Forth Valley Royal Hospital was crowned ‘Facilities Management Professional of the Year’ in the 2016 British Institute of Facilities Management Scotland Awards. The award recognises outstanding performance and judges praised Anne’s creative outlook and dedication to her role. They also highlighted the frequent visits to patients in the acute and community hospitals to whom 3,500 meals are supplied on a daily basis by Anne and her team.

National Recognition

Two individuals and two healthcare teams from Forth Valley scooped top awards at the Scottish Health Awards 2016. Sharon Coggins, an additional support midwife practitioner at Forth Valley Royal Hospital, took home the Midwife Award. Charlotte Ritson, a student nurse from the University of Stirling and NHS Forth Valley, won the Young Achiever Award. In addition, the mental health nurses at Kersiebank and Bannockburn GP Practices were named as the winners of the Care for Mental Health Award and Fiona Donnelly and the Primary Care Team at HMP Glenochil took home the Integrated Care for Older People Award.
OUR PEOPLE

Betty’s Birthday Surprise

An NHS Forth Valley Nursing Assistant, believed to be the oldest in Scotland, celebrated her 80th birthday at Forth Valley Royal Hospital in January 2017, after an amazing 54 years of caring for others. Betty Wright from Larbert had just finished an early shift in Ward A31 at the hospital when colleagues threw her a surprise party, complete with balloons, a birthday cake, flowers and a shower of gifts.

Royal Appointment

A community nurse who works for NHS Forth Valley was selected to take part in a special professional development programme to become a Queen’s Nurse. Joan Gracie, NHS Forth Valley team leader in school nursing for Clackmannanshire and Stirling, is one of 20 nurses that have been chosen to take part by The Queen’s Nursing Institute Scotland (QNIS). On completion of the one year course they will be the first nurses to receive the title in Scotland for almost 50 years.

A Clean Bill of Health

A local unit, which sterilises around 2.6 million hospital instruments a year for use across NHS Forth Valley, received a glowing report following an unannounced inspection. The Area Sterilisation Disinfection Unit (ASDU), which is based at Falkirk Community Hospital, received a clean bill of health following a visit from Lloyds’s Register Quality Assurance. The visit was only the second of its kind in Scotland and the first by Lloyds, who are one of the leading independent assessors.
Celebrating Service Excellence and Innovation

The fantastic care they give to local patients resulted in a prestigious award for the Cardiology Team at Forth Valley Royal Hospital. Their work was recognised by the Royal College of Physicians of Edinburgh who presented the team with the very first William Cullen Prize for service excellence and innovation.

Baby Friendly Commitment

The hard work of Staff in the Neonatal Unit at Forth Valley Royal Hospital was recognised during the year with a Certificate of Commitment from the Unicef UK Baby Friendly Initiative. Baby Friendly is a global programme which provides a practical and effective way for health services to improve the care they provide for mothers and babies. In the UK, the initiative works with health staff to ensure that mothers and babies receive high-quality support to enable successful breastfeeding. The certificate is an important first step towards achieving full baby friendly status.
FUNDRAISERS AND VOLUNTEERS

Volunteers make a huge difference to the lives of our patients and we are seeing increasing numbers of local people coming forward to offer support. Currently there are more than 500 volunteers supporting staff and patients in wards and departments across NHS Forth Valley. These include our inpatient wards, Emergency Department, oncology unit, children’s ward, mental health unit and discharge lounge. The Board is also supported by a wide range of voluntary organisations including the Friends of Forth Valley Royal Hospital, the Royal Voluntary Service, RSVP and Radio Royal to name but a few. Volunteering brings a wide range of benefits to patients, carers, staff and the volunteers themselves and we are extremely grateful for all the support provided by volunteers across Forth Valley during 2016/17.

We also really appreciate the support of a wide network of fundraisers and charities who work tirelessly to raise funds for local services. This section highlights just a few of the many fundraising activities which took place during 2016/17.

Climbing for Cancer Care

Six months of fund-raising by a patient who had prostate cancer raised more than £4,000 for the Oncology Unit at Forth Valley Royal Hospital. To raise money, Mr Marshall, family and friends held various events, including a sponsored walk to the top of Ben Nevis where they trudged through snow for the last half mile.

Heartfelt Thanks

A woman treated by staff in the Cardiology Unit at Forth Valley Royal Hospital raised an amazing £757 for the Unit. Janet Robertson had been a patient in the Unit for a number of years and, to say thank you to the staff for all they have done for her, she organised a prize bingo event in Grangemouth and invited her family and friends along. Over the years Janet has raised a staggering £10,000 for a number of charities and wards in the former Falkirk and District Royal Infirmary and Forth Valley Royal Hospital.
Tackling a Fear of Needles

A range of innovative equipment, including special dolls which help put children scared of needles at their ease, was presented to the Women and Children’s Department at Forth Valley Royal Hospital by local charity So Precious. The donation of more than £15,000, also included bed chairs, to allow partners to stay overnight, telemetry units (wireless monitoring systems that allow pregnant woman to keep active and move around whilst still being monitored) and special mattresses, which enable jaundiced babies to be cared for in a hospital cot close to their mums rather than being transferred to the Neonatal Unit.

Supporting Children in Need

Staff from Health Records brought a bit of sparkle to Forth Valley Royal Hospital by dressing up and donning their dancing shoes to raise money to raise money for the annual Children in Need appeal. The X-ray department, secretaries from the Surgical Directorate and the NHS Forth Valley Nurses Choir organised their own local fundraising collections - bringing the total raised to £1,776.

Welcoming Water Babies

Pictures of some of the babies born at Forth Valley Royal Hospital are now featured on the walls of the Labour suite, thanks to a donation from Elaine Jackman who runs ‘Water Babies’ swimming classes. The little ones are shown during lessons, gaining confidence in the water. Elaine wanted to give something to the labour ward to help create a calming atmosphere in the delivery rooms and give mums something to focus on whilst they are in labour.

Hampers Galore

Kind-hearted staff in Ward B32 at Forth Valley Royal Hospital raised nearly £2,000 for the National Brain Appeal, which raises funds to improve the outcome and quality of life for people with a neurological disorder. They made up special hampers and visited more than 50 local companies in search of prizes. The fundraising exercise was held in memory of Elizabeth Barker from Bonnybridge, whose daughter Irene Martin is the senior sister in charge of the ward. Elizabeth died from a brain tumour seven years ago.
OUR PERFORMANCE

99%
Waiting times for children and young people who required treatment for mental health issues improved from 44% - 99% during the year.

Achieved financial targets and delivered significant savings

72%
of eligible women in Forth Valley took up the offer of a cervical screening test
(compared to a national average of 69%)

8%
reduction in complaints
(excluding prisons)

94%
of stroke patients were admitted to a stroke unit within 1 day of admission
(target 90%)

57%
of bowel screening test kits were returned
(in line with the national average)

18 Weeks
79% patients were treated within 18 weeks of referral in March 2017
(target 90%)
OUR PERFORMANCE

97% of babies received their first Men C vaccine before the age of 12 months.

93% of patients who attended our Emergency Department were seen, treated and either admitted or discharged within 4 hours.

12 weeks 79%
In March 2017, 79% of patients received inpatient or daycare treatment within the 12 week Treatment Time Guarantee.

92% of women booked for antenatal care received inpatient or daycare treatment within their 12th week of pregnancy.

98% of people requiring support for addictions started their first drug or alcohol treatment within 3 weeks of referral.

89% of patients with a suspicion of cancer began treatment within 62 days of being referred (Jan – March 2017).

The rate of hospital associated infections remained consistently low.

96% of cancer patients were treated within 31 days of the decision to treat (Jan – March 2017).

Additional information on performance and activity can be found on the Annual Report section of the NHS Forth Valley website (www.nhsforthvalley.com). Annual accounts for 2016/17 will also be published on the NHS Forth Valley website after they have been laid before parliament in autumn 2017.
YOUR FEEDBACK

NHS Forth Valley gathers feedback and suggestions from patients and service users using a wide variety of methods. These include weekly inpatient surveys which are carried out to find out the views of hospital patients on a wide range of issues, patient stories, complaints, online feedback received via emails (fv-uhb.yourhealthservice@nhs.net), twitter (@nhsforthvalley), Facebook (www.facebook.com/nhsforthvalley), the NHS Forth Valley website (www.nhsforthvalley.com) and Care Opinion (www.careopinion.org.uk) – an independent website where patients can share their experiences of healthcare and care services.

During the year, we also introduced new #FeedbackFriday posts on social media. The posts, which highlight the work of staff across the organisation, showcase just some of the feedback we receive from local patients and their families. This new initiative has been very well received, particularly by local staff, who have told us it makes them feel valued and appreciated. You can find out more about the feedback, comments, concerns, compliments and complaints received during 2016/17 in the annual feedback report prepared by our Patient Relations team.

Here are just some of the changes we have made over the last year in response to feedback from patients and visitors:

- Replaced chairs near the main entrance of the hospital to improve access for patients with mobility issues.
- Installed new visual signage to help people with visual or cognitive impairments and those with dementia find departments within our hospitals.
- Purchased activity boxes for all inpatient areas in Forth Valley Royal Hospital to support greater interaction with patients who have dementia.
- Introduced open visiting in our maternity wards and improved facilities to enable partners to stay.
- Introduced a new patient leaflet for children who need to go theatre. This highlights what to expect when coming to hospital and what they should bring with them. It also has space for children to highlight what matters to them and leave feedback.
- Amended Advice Line for You (ALFY) materials to give details of people from the deaf community can access this advice line.

Let us know online at
nhsforthvalley.com/feedback
or by comment card given to staff or placed in a comment box.