Our NHS in Forth Valley.

We are proud of our NHS in Forth Valley, proud of our skilled and dedicated staff, and proud of the high quality of treatment and care and specialised services that they are delivering, every day of the year.

As part of our streamlining of the organisation, Forth Valley Health Board, Forth Valley Acute Hospitals NHS Trust and Forth Valley Primary Care NHS Trust are joining together to create a greater synergy, and more patient-centred treatment and care.

A new, unified NHS Board - NHS Forth Valley - will have responsibility for all NHS services in the Clackmannanshire, Falkirk and Stirling areas.

NHS Forth Valley will work closely with local councils to make services more efficient and easier to access, and it will empower frontline staff to deliver better, more responsive care. Our Trusts will continue to have operational responsibilities for delivering all hospital and primary care services.

This Annual Review reflects the achievements of our NHS in Forth Valley during 2000-2001. It describes some of the ways in which we are continuing to improve care and raise standards. And it reflects the importance we are giving to working in partnership with local councils, patient representatives and other organisations, and with our volunteers who provided valuable service in many areas, to the benefit of patients.

Our NHS in Forth Valley is showing that working together can make a real difference to the health of people of all ages in all our communities.

A modern NHS for the 21st century.

David Hird, General Manager of Forth Valley Health Board who is to retire in September 2001 after 35 years' service in the NHS in Scotland, says: "The world of medicine and technology is constantly changing and evolving, and there is a continual need to introduce new methods of working to deliver a modern health service for the 21st century."

"The local health plan that NHS Forth Valley will work to produce and deliver will develop from joint planning by colleagues in the health service, local councils and others. This is essential if we truly want to improve the health of our population."
Over 270,000 people are living in Forth Valley. Overall, their health continues to improve. There are encouraging, measurable improvements in nutrition, smoking and coronary heart disease.

But health in Forth Valley remains significantly poorer than in the rest of the UK. And there are major inequalities in health:

- 56,000 people are living in postcode areas designated as ‘significantly deprived’
- and people in the most deprived communities are twice as likely to die prematurely from cancer and coronary heart disease as people in the most affluent areas reflecting, among other factors, their poorer levels of nutrition and higher levels of smoking

The challenge for our NHS in Forth Valley is to work in partnership with local councils and others to improve people’s health. It is possible, and we aim to achieve that goal by:

- **tackling poor lifestyles**
  - 80,000 people in Forth Valley - including 30% of 14 year old girls - regularly smoke tobacco. Now staff in GP surgeries are specially trained in modern smoking cessation techniques and schools are beginning to promote ‘smoke free’ classes to teach young people the skills they need to be a non-smoker
  - 50,000 Forth Valley adults do not eat fruit in their regular diet. Now school children are offered fresh fruit daily to set good dietary habits early in life
  - 21% of young people have taken illegal drugs. Now substantial new resources are being allocated to health and social services to tackle this problem together
  - in partnership with Aberlour Child Care Trust, we are now providing young people in the Stirling area with access to advice on their sexual health in a non-medical ‘youth friendly’ environment at the youth information advice and counselling project, Off The Record
- **responding to the needs of an older population**
  - improvements in health and the effectiveness of treatments such as cardiac surgery and hip replacement are helping people to live longer, with better quality of life
  - older people are generally fitter than they were in the past, and positive health is important if we are to benefit from what older people can offer
- **targeting socially excluded communities**
  - Forth Valley will have one of Scotland’s first Healthy Living Centres, in Stirling, and new community schools in Alloa and Falkirk are being developed with more planned in other excluded communities
  - health services and other agencies are working together to tackle issues like problem drinking
- **increasing our emphasis on public health**
  - resources from tobacco tax will support work in the most deprived communities, and improve the nutrition of children and adults across Forth Valley
  - public health practitioners will work with people to improve health in all communities
- **developing the ‘improving health’ role of the NHS in Forth Valley**
  - preventing disease by effective immunisation programmes: over 76% of people over 65 in Forth Valley were immunised against flu last winter, the second highest rate in Scotland
  - screening for early disease such as breast cancer while it is most curable
- **screening for early disease such as breast cancer while it is most curable**
  - Since 1980 deaths from coronary heart disease in people under 65 are down 50%. Deaths from cancer in people under 65 are down 20%
  - Since 1988 the number of adults smoking is down 12%

**Improving Health.**

Good health is fundamental to people’s quality of life. But health is not just about illness and treatment. It covers all the life circumstances of individuals, families and communities.

The public health practitioners will work with people to improve health in all communities.
Rebuilding our NHS. Our NHS in Forth Valley is committed to delivering patient-centred treatment and care. We are investing in our hospitals, health centres and clinics and in our dedicated staff, and we are working with patients to change existing services to meet their needs in better, more effective ways.

Investing in premises:
- the new Bo’ness Community Hospital is providing accommodation for 16 older people with a mental health problem and 24 physically frail older people
- the modernisation and extension of Bridge of Allan Health Centre and Thornhill Clinic is providing improved facilities for delivering medical and nursing services
- a resource centre alongside Strathendrick Residential Home, Balfron, provided in partnership with Stirling Council, is allowing both organisations to improve services to local people, including physiotherapy and day care
- we have received approval in principle to develop a new Community Hospital for Clackmannanshire and a new Health Centre at Alloa
- it is proposed to develop a 26 bedded unit at the Royal Scottish National Hospital, Larbert, which will provide continuing care for people with severe learning disabilities. The 82 residents who moved out of RSNH during the year are now successfully and happily settled in their new homes, and we will maximise the number of residents moving into new homes in 2001-2002
- a new, purpose built Primary and Community Care Resource Centre for Callander and Killin will provide improved access to health and social services and will lead to improved delivery and effectiveness of services to local people

Improving services:
- patients, practitioners and local councils are taking forward work on redesigning acute hospital services across Forth Valley
- funding from the Scottish Executive is allowing us to redesign hospital admission and discharge systems
- improvements in services to patients attending hospital for emergency medical services include some diagnostic tests now provided as an outpatient service, avoiding the need for an overnight hospital stay and reducing waiting time
- a community based mental health rehabilitation service is being piloted throughout Forth Valley, and work is being progressed in partnership with local councils in other areas of mental health

Expanding services
- New consultant posts have been created in a range of specialist areas to allow us to expand services:
  - Consultant in Accident & Emergency
    A new Consultant in Accident and Emergency has been appointed to Falkirk & District Royal Infirmary to lead the established team of Doctors and Nurses in providing a 24 hour 7 day service to the population of Falkirk and surrounding areas
  - Consultant Neurologist
    A Consultant Neurologist appointed to the Acute Trust is already linking
up with Consultant Physicians within Forth Valley and also with other Consultant Neurologists in Edinburgh, to establish agreed referral systems to a number of specialties including: Stroke Clinics, Parkinson’s Disease Clinic and the recently established Memory Clinics in both Falkirk and Stirling Royal Infirmaries.

- Consultant in Oral and Maxillofacial Surgery
  
  A Consultant in Oral and Maxillofacial Surgery has joined the existing team based in the Acute Hospitals Trust. Supported by and liaising with colleagues in neighbouring Health Board areas, the Consultant will help shape the future delivery of a whole range of services including: Trauma and facial deformity management.

- Consultant Obstetrician and Gynaecologist
  
  A new Consultant has been appointed to join the Obstetric and Gynaecology team based in Stirling Royal Infirmary. This brings the Team up to 4 in number. The Consultant will share in the full range of duties including hospital based clinics along with Community based clinics held in local Health Centres.

  - in Clackmannanshire and Kincardine, general medical practices are joining in the CREATE (Clackmannanshire Resource for Education Audit and Teamwork) project that allows teams to learn new skills and decide how best to maintain and develop services for the benefit of patients.

  - a project funded by the National Innovations Fund for Children’s Services will find ways of smoothing the transition from children’s services to adult services for children and young people with learning disabilities.

  - increased funding will assist in reducing waiting time for speech therapy and paediatric occupational therapy for children.

  - effectively managing health and safety issues included risk management and training staff in moving and handling patients.

  We achieved another successful year in taking forward new ways of joint working and partnership. NHS staff are closely involved in shaping and designing the health agenda in Forth Valley, working closely with their colleagues in the 3 local councils.

- The Scottish Partnership Forum conducted an audit and commented favourably on the degree of co-operation and joint working by health services in Forth Valley in developing integrated health services to benefit patients, their families and carers.

- The Forth Valley Area Partnership Forum is at the core of this new way of working, involving management and staff representatives and full-time trade union officials. The Forum is sponsoring a number of area-wide projects that are aimed at improving the delivery and efficiency of health services in Forth Valley. A main focus of the Forum’s work will be the development and putting in place of our Family Friendly policies that will allow staff to balance their family and working lives.
Improving The Patient’s Journey. Our NHS in Forth Valley is investing in staff, services, equipment and facilities to make sure that people get the treatment they need when they need it, and that best practice becomes common practice.

Redesigning care around patients
We received funding from the Scottish Executive for 5 innovative projects that will redesign health services to make sure that patients are seen and treated quicker:

- £43,000 to redesign hospital admission and discharge systems
- £36,000 to develop integrated Community Learning Disability Services
- £35,000 to redesign care pathways for dementia sufferers with a physical illness
- £34,000 to redesign the Mental Health Rehabilitation Service
- £20,000 to redesign programmes to help people manage their weight

Developing ambulatory care
We are developing ‘ambulatory care’ that moves away from the idea of hospital care focused around inpatient acute wards.

Ambulatory care can provide around 85% of the acute hospital care that patients need. Facilities will be tailored so that patients can ‘walk-in, walk-out’ through one or more diagnostic or treatment areas in a planned series of visits.

Ambulatory care modernises outpatient and day care services, and improves the overall patient experience, by:

- providing a wider range of ‘one-stop clinics’ that give people the care they need in a few hours, instead of being admitted to hospital for a few days or having to make several visits
- improving communication between services and reducing the need for patients to move between departments
- providing modernised booking and scheduling of appointments to reduce waiting times and improve access to services
- avoiding interruption by emergency cases in order to reduce the number of cancellations

Acute inpatient services
We have consulted widely with healthcare professions, local councils, patient representatives and other organisations to provide high quality services that deliver improved outcomes for patients.

- Following the development of ambulatory care, only around 15% of all patients will need to be admitted to hospital for treatment as inpatients

Specialist nurses
We have appointed specialist nurses in a number of areas, which allows us, for example, to expand our services for people with Parkinson’s Disease and improve the ways that we manage patients’ discharge. We also appointed one of only 8 specialist multiple sclerosis (MS) nurses in Scotland, who will:

- work with other agencies to take forward MS services across Forth Valley
- develop teaching packages, and work with community nurses and undergraduate nurses at Stirling University
- raise the profile of MS services with a local media campaign
Helping sufferers with postnatal depression
A multi-agency group, including clinicians and patient representatives, developed new ways of improving the early detection and management of postnatal depression.

- This integrated care will make sure that all women in Forth Valley have access to and receive care according to best practice
- The needs of patients are paramount and support will be provided by GPs, health visitors, midwives, community psychiatric nurses, psychiatrists, social workers and volunteers

Investment in equipment
We invested more than £1.3 million on major items of equipment at Falkirk and District Royal Infirmary and Stirling Royal Infirmary, including:

- £328,000 on new ventilation and monitoring equipment for intensive care areas
- £208,000 on additional endoscopes and sterilisation equipment
- £170,000 on new laboratory equipment, including automated diagnostic equipment

Information Technology delivering benefits
An area wide Strategy for Information Management and Technology is being implemented and supervised by a Clinical Advisory Group, with clinicians from different disciplines.

- Forth Valley has been selected as a lead site for the Scottish Care Information (SCI) project, which will support clinicians and benefit patient care by improving access to laboratory results, putting an outpatient management system in place, and redesigning the Coronary Heart Disease service
- Clinicians and other authorised staff will soon have access to laboratory results on their desktop computers

The programme will lead to improved patient care by sharing information between healthcare professionals.

- During the year, the rollout of the new General Practice Administration System for Scotland was successfully completed ahead of schedule. The £1.2 million project will provide modern IT equipment and up to date clinical software to the majority of GPs in Forth Valley, which will make clinical information available on-screen to GPs during consultations with patients

The NHS in Forth Valley also has web sites on the internet, accessed through the national web site Scottish Health on the Web (SHOW), www.show.scot.nhs.uk
Professor Frank Clark was appointed in June as Chair of the new Forth Valley unified NHS Board which comes into being on 1 October 2001

Good health is vital to the quality of life of individuals, families and communities everywhere. We in the NHS in Forth Valley are committed both to meeting the needs of those who suffer from disease and injury and also to supporting our partners in improving the life circumstances upon which good health is based. Our aim is to promote positive health and prevent disease: not just to respond to disease as it arises.

On these two pages, the NHS in Forth Valley pledges its key priorities to be delivered during this current financial year. We will achieve this with the support of our partners, including the three Councils of Clackmannanshire, Falkirk and Stirling, the police and statutory and voluntary bodies and with the involvement of the communities which we jointly serve.

The full Forth Valley Health Plan for 2001/02, which is available on request and will be published on our website, shows how we are tackling the major diseases that continue to affect people and families throughout our area every day. They include cancer, heart disease, stroke, and mental illness.

Improving Health

Health improvement is about individuals and communities taking control of their own lives. Our aim is to take health into the communities we serve, into the schools and workplaces, onto the high street and into the home.

During this year we will:

• Open the Stirling Health Hub to provide a range of health and social services to promote and support healthy lifestyles
• Increase the provision of fruit available to children through special breakfast & salad bars in nursery & primary schools
• Work to reduce tobacco smoking among children by promoting the use of the Smokebusting Teaching Pack and the Smokefree Class Competition in schools
• Appoint four public health practitioners. The PHPs will support and lead initiatives to expand public health activity in the community, for example by developing the role of health visitors and school nurses
• Introduce a direct access service to provide drug advice, information and support to people with drugs problems. The service will help people resolve drug problems and reduce drug related harm
• Appoint a health promotion worker who will promote positive mental health and work to reduce the stigma associated with mental illness

Improving the Patient’s Journey

NHS Forth Valley aims to achieve better access to services, to reduce waiting for a range of services and generally to improve the patient’s journey of care.

During this year we will:

• Ensure that we reduce the number of inpatients waiting to meet the target number of 3750
• Establish a fast-track assessment and treatment service in A & E at Falkirk Royal and Stirling Royal Infirmarys
• Implement the local Winter Pressures Plan to ease the burden on hospital and primary care services and minimise preventable admissions to hospital
• Redesign a number of services around patients’ needs, including outpatient services in general medicine, care for people with dementia who also have physical illness, mental health rehabilitation services for adults with a severe and enduring mental illness, community services for adults with a severe and enduring mental illness, an integrated community learning disability service and colorectal cancer services

Involving People

Increasing the involvement of members of the public and patients in the development of services in the NHS will be a major focus during the next 12 months.

During this year we will:

• Speak to individuals and communities on the best way to deliver services for older people, services for people with physical disabilities, primary care services and acute services
• Improve the information available to patients, carers and relatives on existing adult mental health services
• Increasingly involve patients in their own care and in improving the quality of existing services
NHS Forth Valley Pledge 2001 - 2002. It is worth remembering that local health services deliver care 24 hours a day, 365 days a year throughout Forth Valley, and we acknowledge the hard work and dedication of the people who keep core services running on a day to day basis.

For example, in an average year:

- more than 800,000 visits are made to family doctors
- just over 76,000 people are treated in the A & E departments at Falkirk and Stirling
- there are over 310,000 outpatient attendances
- almost 60,000 patients are treated as inpatients or day patients
- just over 3,000 babies are delivered in our hospitals

Meeting Specific Needs
Our national clinical priorities are coronary heart disease, cancer and mental health and NHS Forth Valley will focus on meeting patient needs in these areas.

During this year we will:

- Make sure that patients and carers are involved in decisions affecting services for people with mental health problems
- Put in place a specialist team for the care of offenders with mental health problems
- Produce a local plan for Forth Valley to make sure that coronary heart disease services continue to meet national standards
- Produce a local plan to ensure continued high standards of cancer services
- Pursue options to provide new custom built inpatient facilities for people with severe learning disabilities

A Lifetime of Care
The health of children and older people are constant priorities due to the high level of need for health services at the beginning of life and when we grow older.

During this year we will:

- Work with Local Authorities to develop integrated home care services for older people
- Make short breaks and respite care more accessible by working with the Local Authorities to provide integrated services
- Develop with the Local Authorities a single assessment process for older people which will reduce duplication of care
- Produce a local plan to ensure that Forth Valley child health services meet national standards

Working in Partnership with Staff
Staff are our biggest asset and it is essential that they are involved in the decisions that will affect the way that they work and provide services.

During this year we will:

- Continue to keep staff well informed, appropriately trained, involved in decisions which affect them, treated fairly and consistently and provide them with an improved and safe working environment

Rebuilding our National Health Service
NHS Forth Valley will improve local decision making arrangements. The new unified NHS Board will develop plans for the future configuration of services which address the needs of the local population.

During this year we will:

- Establish a new Unified Board for Forth Valley, providing leadership and direction for the local NHS system as a whole
- Implement the new national Financial Framework and achieve financial balance
- Make recommendations on the way forward for acute and related services in Forth Valley.
Meeting Specific Needs. Combating coronary heart disease, cancer and mental health problems, and improving services to children and older people are the priorities for the NHS across Scotland.

Our NHS in Forth Valley is also developing strategies for improving services for people with physical disabilities and ‘excluded’ groups, such as homeless people and people in minority ethnic communities.

Coronary heart disease
We are improving services to patients, and giving them more information about their condition and the care they receive.

• A key part of new treatment plans for people with chest pain attending Falkirk and District Royal Infirmary in an emergency is a blood test, Tropinin 1, that can indicate whether or not they have had a heart attack and can act as an ‘early warning’ system identifying people at risk of a heart attack

• Stirling Royal Infirmary has developed a Fast Track Chest Pain Clinic, which gives patients with chest pain referred by GPs across Forth Valley information about whether or not they are suffering from angina

Cancer
A Macmillan Core Cancer Team, supported by Macmillan Cancer Relief and including a Consultant Physician, GP, nurse and administrator, was set up in Forth Valley

• The team will have a strategic role in taking forward improvements in the treatment and care of cancer patients, and in shaping the development and provision of cancer and palliative services.

A Forth Valley Cancer Board was also set up, bringing together community nurses and specialist nurses, GPs, clinicians and health promotion and information management specialists.

• The Cancer Board will develop and put in place the latest technology available to allow speedy referrals from GPs and other Consultants to take place

• Nursing staff took part in multi-agency training at Strathcarron Hospice aimed at achieving a recognised level of training in cancer and palliative care

• A £722,633 grant from the New Opportunities Fund’s Living With Cancer programme - awarded jointly with the NHS in Lanarkshire - will provide a campaign to increase awareness of the signs and risks of colorectal cancer (cancer of the colon or rectum). On average, 150 people in Forth Valley develop colorectal cancer each year.

Mental health
A mental health strategy has been produced jointly with the 3 local councils, voluntary groups, carers and users of the service. Implementation groups have now produced action plans to take forward the identified priorities in each local council area.

• 2 Adult liaison nurses have been appointed, based in Falkirk and District Royal Infirmary and Stirling Royal Infirmary

• Services currently delivered at the Bellshyde Hospital site are being reviewed, with a view to relocating accommodation currently provided in Russell Park to join the services located at Tryst View and Tryst Park

• A needs assessment for an Eating Disorders Service has been carried out and recommendations are being considered by the Mental Health Strategy Group

• The Community Alcohol and Drug Service, based at Bannockburn Hospital, is currently working on the issue of ‘dual diagnosis’ (co-existing mental health and substance use problems) to identify need and design a potential service for patients in Forth Valley

• A pilot fast track assessment and treatment service for mentally disordered offenders referred by sheriff courts is progressing well
An area-wide team, including a psychologist, community psychiatric nurses and criminal justice social work staff, will be based in Grangemouth.

**Learning disabilities**

The retraction of services from the Royal Scottish National Hospital (RSNH) and the development of a wide range of community services have fostered close working relationships between health and social services professionals and people with learning disabilities and their families to improve services and modernise care.

- A Joint Learning Disability Strategy seeks to improve support in the community and develop ways that health and social work services can work together to best meet people’s needs.

- Working with social work services across Scotland, a retraction programme has been put in place that will result in all RSNH residents from areas outwith Forth Valley being discharged into the community by March 2002.

**Physical disabilities**

A joint strategy to improve services for people with physical disabilities is being developed by the NHS in Forth Valley and the 3 local councils.

- The multi-agency Forth Valley Physical Disability Strategy Group was set up to focus mainly on the needs of people aged 18-65 and how services for them could be improved.

- Acute rehabilitation services at Falkirk and District Royal Infirmary and Stirling Royal Infirmary will be further developed.

**Interpreter services**

We are developing our services for patients from minority ethnic communities and people with disabilities:

- 72 staff were trained in using the National Interpreting Service, which provides translation in 140 languages, and staff in all care areas have information on how to use this service.

- A flow chart has been designed so that healthcare staff can arrange an interpreter for patients who use British Sign Language, Lipspeak or Deaf Blind Communication, and for patients from minority ethnic communities.

**Identifying unmet needs**

Local examples of inequality and unmet needs, both in people in minority ethnic communities and in people with a sensory impairment, have been identified:

- A pilot project in partnership with Strathcarron Hospice and funded by the New Opportunities Fund will begin to develop the new services required.
The Group is encouraging the
As part of the review of Mental Health
promotes good communication and
helps parents to promote their
is also working with health visitors and
We also continued the successful
A 24 hour telephone help line for
Young people born on or after 1
We appointed Scotland's first nurse
This unique service is provided jointly
Our Paediatric Outreach Service,
helps parents to recognise causes of
Care for older people
We welcomed the successful
We also appointed 2 specialist liaison
The new Bo'ness Community
During the year, outdated, mixed
That is why we are focusing on
improving children's services and
support for parents, and better and
more 'joined up' services for older people.

Care for children
The Forth Valley Integrated Child Health
Strategic Planning Group helped us to
establish links with children's services
provided by the 3 local councils.
• The Group is encouraging the
development of the Child Health
Forum as the co-ordinating group
for child health services in Forth Valley
• Our Paediatric Outreach Service,
which runs from the Children's Ward
at Stirling Royal Infirmary, extends
to teaching carers, nursery and school
staff who may have to provide
specialist care for a child
• We welcomed the successful
completion of training for our second
'Princess Diana' paediatric nurse,
which will allow us to develop the
support we offer to families caring
for sick children in their own homes
• We also continued the successful
'walk-in, walk-out' paediatric clinic
at Falkirk and District Royal Infirmary
and provided a similar service at
Stirling Royal Infirmary
• As part of the review of Mental Health
Services, a needs assessment on child
and adolescent services was carried
out, and recommendations made to
the area wide Children's Services
Group

Protecting children
A child protection nurse advisor was
appointed to work with child protection
staff in the 3 local councils. Our advisor:
• will assist new staff dealing with child
protection cases and experienced
staff dealing with complex cases
• is also working with health visitors and
other nursing staff in training and
producing guidelines for safe practice

DiabNet - improving
childhood diabetes
A dedicated team of specialist nurses,
dieticians and a clinical psychologist is
now in place in Forth Valley to provide
a better service to children with diabetes
and their families.
• This unique service is provided jointly
by Forth Valley, Fife and Tayside
Health Boards: Using agreed
guidelines and standards, staff will
ensure the highest possible level of
care for children with diabetes,
providing carers and parents with
the most up to date information and
literature on this condition
• A 24 hour telephone help line for
Children with Diabetes has been set
up on 0845 2700070

Vaccine for young people
In Forth Valley, 86% of 15-17 year old
school pupils have taken up the offer
of the new MenC vaccine, which
protects against the C strain of
meningitis. This is the second highest
uptake rate in Scotland.
• Healthcare professionals worked
closely with teachers and parents to
encourage pupils who are at higher
risk of the meningococcal infection
to be immunised
• Young people born on or after 1
November 1981, who are not in
school, are advised to contact their GP
if they have not received the vaccine

Positive parenting
The UK's first multi-agency Triple P
positive parenting programme was
started with a 2 year pilot project in the
Caskieview area of Stirling. There is no one
right way to be a parent, but Triple P:
• promotes good communication and
strong relationships between parents
and children
• helps parents to promote their
children's development and manage
their children's behaviour in a
constructive and caring way
• helps parents to recognise causes of
common child behaviour problems
and to encourage desirable behaviour
in their children

Care for older people
We developed a partnership approach
to meeting the needs of older people
at all our hospitals, balancing patients'
need for hospital services with longer
term healthcare, rehabilitation and
support.
• The new Bo'ness Community
Hospital is the first of 4 local hospitals
to be commissioned in Forth Valley
to deliver locally based healthcare
for older people. It provides a barrier
free environment, and is homely with
many stimulating activities and
support services available. It also
provides services for people with
mental health needs and services for
men that were not available in the
old Bo'ness hospital
• We appointed Scotland's first nurse
consultant for older people. Our
nurse consultant is based at the new
Bo'ness Community Hospital and
works closely with NHS colleagues,
the 3 local councils and the private
and voluntary sectors
• We also appointed 2 specialist liaison
nurses to support older people with
mental health needs. This additional
support will make sure that older
people with mental health needs,
admitted to District General
Hospitals, receive support from
practitioners with a specialist
knowledge of mental health, and
will support their discharge and
provide advice and access to other
services
• During the year, outdated, mixed
sex accommodation at Sauchie and

A Lifetime Of Care. Our NHS in Forth Valley is there
to provide healthcare when we need it. But most of us
need it most of all at the start of our lives and when we
grow older.
Falkirk Hospitals that no longer supported the standard of care required by users of the NHS was removed from use

- An integrated care facility was introduced at Bonnybridge Hospital, bringing together the skills of geriatricians and old age psychiatrists and registered general and registered mental health nurses to make sure that older people with both physical and mental health needs receive care in a more appropriate setting from practitioners with a wider range of skills

- We continued to promote and support quality of life groups at all our hospital sites to listen regularly to issues raised by patients and their families and to agree joint actions

- The Grangemouth Memory Impairment Service (MIPS) is helping older people with memory impairment, reminding them to take medication and providing prompts about daily activities such as activities at clubs and day hospitals and outpatient appointments. MIPS will be rolled out to 3 other locations during 2001-2002

Delayed discharges

A multi-agency group was set up across health and social services to meet the challenge of reducing delay in discharging patients from hospital when they are medically ready to leave. Additional resources were made available for this work, totalling £400,000 in 2000-2001 and £800,000 in 2001-2002.

- Reducing delayed discharges will avoid ‘bed crises’ and unnecessary hospital admission and re-admission
- Wide ranging initiatives include a ‘therapy fast track’ at both Falkirk and District Royal Infirmary and Stirling Royal Infirmary to give patients rapid access to physiotherapists and occupational therapists
- A major thrust of the work will be to develop an integrated and rapidly responsive home support team in each local council area to meet local needs

Winter pressures

Healthcare and social work professionals working in co-operation with patients, carers and local communities overcame the additional pressures on services during the winter through:

- action to reduce the probability of hospital admissions
- over 76% of people over 65 in Forth Valley were immunised against ‘flu last winter - the second highest rate in Scotland
- support was given for out-of-hours GP services and for people ‘at risk’
- home-based support was given for people with chronic respiratory disease
- action to provide rapid assessment and treatment in hospital
- Investigation and Treatment Units at Falkirk and District Royal Infirmary and a Medical Assessment Unit at Stirling Royal Infirmary were set up to provide rapid assessment and treatment in hospital
- additional hospital beds were made available
- front line staff were offered ‘flu immunisation to reduce staff illness
- action to help discharge patients when they are medically ready to go
- 24-hour intensive nursing support teams were available
- additional resources were directed into Social Work services
- funding was available for some nursing home places

Health Service Spending in Forth Valley 2000-2001

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<th>Category</th>
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<td>Expenditure</td>
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<tr>
<td>Surplus</td>
<td>394</td>
</tr>
<tr>
<td>Total</td>
<td>267,210</td>
</tr>
</tbody>
</table>

The biggest spend was on hospital and community healthcare, and the table on the left gives details of how that money was used. A 6% increase in funding was allocated for 2001-2002.

Forth Valley Health Board and the two local Acute and Primary Care Trusts achieved their financial targets at the end of the year under review, through joint working by all parties.

Admissions to hospital (Acute and Maternity) During the year, there were around 28,197 emergency admissions and 31,640 elective admissions to Falkirk and District Royal Infirmary and Stirling Royal Infirmary. An estimated 77,845 patients attended Accident and Emergency departments for treatment, and 138,587 patients attended outpatient departments.

Inpatient and day case waiting times There is a national guarantee that all patients will be seen within 12 months for inpatient/day case treatment.

- At 31 March 2001, no patient had waited more than 12 months for treatment. This shows a continued improvement from 30 September 2000, when 98 patients had waited more than 12 months.
- At 31 March 2001, 289 patients had waited more than 9 months for treatment. The national guarantee is that by 2003, no patient should have to wait more than 9 months for treatment.

Waiting lists At 31 March 2001, there were 4,948 patients on waiting lists for inpatient and day case treatment:
- the number will need to be reduced by 1,198 to meet the national target

Clinical Standards Board for Scotland The Clinical Standards Board for Scotland was set up to make sure that the NHS delivers the highest standards of care, within the resources available. Standards of care have been developed for a number of clinical conditions and the Board has started to make a series of review visits to the NHS in Forth Valley.

Clinical effectiveness Our Clinical Effectiveness Service is supporting the work being done at ward, and general practice levels to make sure that best practice becomes common practice.

Recognition Carronbank Medical Practice Primary Health Care Team was awarded the prestigious Quality Practice Award by the Royal College of General Practitioners.

- External assessors judged the practice’s administration, Information Technology and Health and Safety procedures alongside the clinical care provided by doctors, nurses, health visitors and physiotherapists.

The work of the Stroke Rehabilitation Unit (Ward 7) at Stirling Royal Infirmary was acknowledged with the award of the Government’s Charter Mark, which recognises and encourages excellence in public service organisation.

- The team developed a range of initiatives focusing on the needs of stroke patients and their carers, and used the process of achieving the Charter Mark as a quality assessment tool to improve standards of care for stroke patients.
Involving people. A patient-centred NHS in Forth Valley means that listening to, understanding and acting on the views of local communities is given the same priority as clinical standards and financial performance.

We recognise the value of partnerships and it is important that we provide opportunities for people to have their say on how local health services are run.

Board meetings
Board meetings are widely advertised and members of the public are welcome to attend.
- Board meetings are held locally throughout Forth Valley
- Forth Valley Local Health Council represents the interests of local people at Board meetings

Forth Valley 500
The Local Health Council is looking for 500 public spirited people to help shape health services in Forth Valley. If you are interested in becoming a member of this public panel, contact Forth Valley Local Health Council at the address on the back page.

Public consultation
We consulted widely with the 3 local councils, staff and patient representatives and other organisations, and with members of the public on our Acute Services, Mental Health and Learning Disability Strategies.
- Each consultation lasted between 3 and 4 months, and information was widely distributed to the people who would be affected by the proposed developments
- As many as 60 meetings were held and several hundred responses received on these issues, which have helped to shape the strategies

Stakeholders Forum
The NHS in Forth Valley is working in partnership with the preferred developer for the surplus land at Bellshyke Hospital and Hill of Kinnaird sites, Larbert, and other parties interested in the development of the 214 acre site.
- This is one of the largest NHS land disposals in Scotland
- The joint approach will make sure that the NHS in Scotland receives best value for the site, to reinvest in healthcare over the next 10 years

The Stakeholders Forum is consulted on all developments at the site to protect the interests of the patients who will remain at the hospital, and to retain and improve the attractive natural features of the site.

Complaints
We have continued to improve our complaints procedure during 2000-2001, making it quicker and easier.
- About 6 out of every 10,000 patients treated in our 2 acute hospitals made a formal complaint. There were a total of 55 complaints about Primary Care Trust services. About 40% of complaints were upheld and wherever appropriate, changes were made to improve services
- A significant number of complaints turn out to be misunderstandings and we are improving ways of communicating with patients
- Some complaints are about complex clinical and other issues, and can take some months to find a solution. Most complaints are resolved within 20 days

There were 126 complaints raising issues about general medical and dental practitioner services.
The amount of information we can include in this review is limited. Board and Trust records of accounts and Members’
and Executive Directors’ interests and remuneration, however, are all subject to public scrutiny throughout the year.
If you would like copies of audited accounts or any other public documents they can be obtained by writing to the
following contacts:

Mrs Fiona Ramsay
Director of Finance and Performance
Management
Forth Valley Health Board
33 Spittal Street
STIRLING
FK8 2DX

Susan Goldsmith
Director of Finance
Forth Valley Acute Hospitals NHS Trust
Westburn Avenue
FALKIRK
FK1 5ST

Katherine Novosel
Corporate Services Manager
Forth Valley Primary Care NHS Trust
Old Denny Road
LARBERT
FK5 4SD

In addition you can log on to [www.show.scot.nhs.uk](http://www.show.scot.nhs.uk) for information about the health service in Forth Valley.

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[The NHS in Forth Valley]

Free and helpful advice on any health related topic is available to members of the public by contacting:
Forth Valley Local Health Council
FREEPOST TY84
Stirling
FK8 1BR
Telephone 01786 471 550 / 446 688

Local Health Service addresses:

Forth Valley Health Board
33 Spittal Street
Stirling
FK8 1DX
Telephone 01768 463 031

Forth Valley Acute Hospitals NHS Trust
Westburn Avenue
Falkirk
FK1 5ST
Telephone 01324 678532

Forth Valley Primary Care NHS Trust
Old Denny Road
Larbert
FK5 4SD
Telephone 01324 570700