



# Annual Report

2006/07



The annual review of the performance  
of NHS Grampian

NHS Grampian is responsible and accountable for health improvement, health protection and the provision of health services to the populations of Aberdeen, Aberdeenshire and Moray. Our main focus in delivering these responsibilities is a safe patient experience, clinical effectiveness and risk management. We are also charged with effective and efficient management of a budget of over £800m per year.

Against that background, the Board of NHS Grampian believes that we have provided evidence to our patients, the wider population of Grampian, and the Scottish Parliament, that during 2006-07 we have honoured all these obligations and I believe we are among the most effective and efficient health economies in Scotland.

We also have ambitious plans to further develop services and to reduce health inequalities.

I know we continue to have committed staff, both clinical and support, who, day and night, demonstrate the professionalism and sensitivity that is the hallmark of the NHS. It has been a genuine privilege to have worked for and with all these people since 2001. To them all, on behalf of the people of Grampian of which I am one – *thank you for caring.*

JIM ROYAN  
Chairman, NHS Grampian



*Developing Maternity Care*



*Marywell Healthcare Centre*

This Annual Report is a brief summary of the performance of NHS Grampian.

We encourage you to seek further information and ways to get involved, by contacting our Corporate Communications Team on **01224 554400**, email **grampian@nhs.net**, or by visiting our website **www.nhsgrampian.org**, where you will find considerably more information, including:

- The full self-assessment completed by NHS Grampian prior to the Annual Review meeting with a report on our performance against national targets.
- The formal response from the Minister for Public Health, following the Annual Review meeting on 3rd September 2007.
- The Annual Accounts for 2006/07 and summary financial information.
- More about Healthfit and our Health Plan Tomorrow's Health Today, and how to get involved in working with us to plan for the future.
- Some information on the feedback we receive.
- Further information about NHS Grampian, the Grampian NHS Board, and practical information about using health services in Grampian.

## What is the Annual Review?

The performance of NHS Grampian is assessed formally by the Scottish Government Health Directorate each year through the Annual Review process. This includes a meeting in public where key areas of performance are discussed. This year, it was conducted by the Minister for Public Health, Shona Robison, with senior officials from the Scottish Government.

In advance of the Annual Review, the Board is asked to produce a self-assessment report on its performance. The topics to be covered are determined by the Scottish Government and include performance against national targets, as contained in the Board's Local Delivery Plan. The Annual Review day is also an opportunity for the Minister and her team to see frontline services and meet staff.

This year included a visit to the Marywell Healthcare Centre, a city-based primary care facility for homeless people which opened in March 2006. The Minister was impressed with the enthusiasm and dedication of the Centre's staff. There were also very positive meetings with two Board advisory groups, the Grampian Area Partnership Forum and the Area Clinical Forum.

The Minister also met a group of patient representatives from across Grampian and heard first hand what people who use our services value in them and where they think we could do better.





*Promoting health: Confidence to Cook classes held across Grampian*



*Studying the blueprints for the new cardiac catheter labs*

The outcome of the Annual Review is captured in a formal letter from the Minister to the Board Chairman, Jim Royan. This details specific actions and agreements, which come out of the meeting.

### **What did the Review cover?**

A wide range of activity was discussed at the Annual Review. Here are some of the highlights:

#### *Achievements in the last year*

The Minister heard that there had been achievements in many areas over the last year. These included the continued development of Grampian's three local authority aligned Community Health Partnerships, providing a strong focus for moving services closer to communities and removing barriers between different care sectors and agencies. Particular mention was made of the development of local diagnostic and treatment services, services for older people and maternity services in Aberdeenshire.

The Board has done well in delivering the action points from the 2006 Annual Review. Improvements in the rate of day surgery were welcomed and the Board was asked to maintain this level of progress.

### *Health*

The Minister heard how NHS Grampian was focused on delivering health improvement in areas and in groups where need was greatest. Examples where resources were being targeted included oral health and smoking cessation, including smoking during pregnancy. A recent multi-agency report on substance misuse services in Grampian had made recommendations for improvement and these would be taken on board and reviewed next year.

### *Efficiency*

The Minister was pleased that the Board had met its three main financial targets in 2006/07 and had exceeded its Efficient Government savings target.

Good progress was also being made to reduce reliance on non-recurring funding to sustain financial balance. Opportunity was taken to highlight the Board's significant programme of capital investment which included investment in equipment replacement, cardiac catheter laboratories, health centres and infrastructure to support increased access to NHS dentistry.

## Access

It was acknowledged that the Board had done well in achieving key waiting times targets and improving performance against others, such as the 62 day maximum wait, following an urgent cancer referral, and the 4 hour maximum wait in Accident and Emergency. Regrettably, there had been some breaches of the 18 and 26 week inpatient and outpatient targets in recent months. Assurances were given that this would be rectified. Difficulties in obtaining access to NHS dental services were discussed and the wide-ranging initiatives to build capacity in this service in the short and longer term were detailed.

## Treatment

The meeting heard that NHS Grampian and partners had done well to deliver the required reduction in the number of people whose discharge is delayed. Further reductions were required for 2007/08, which represented a considerable challenge, given the current shortage of care home places in Aberdeen. The Minister acknowledged the Board's strong commitment to providing effective mental health services. The importance of anticipatory care was stressed, along with actions to reduce hospital admissions and anti-depressant prescribing rates. The importance of reducing healthcare associated infections and of maintaining effective infection control measures were discussed.

## The Future

The meeting heard that NHS Grampian continued to progress its challenging Change and Innovation Programme as described by its Healthfit strategy. There was considerable focus on shifting the balance of care from hospital to community, as well as an ambitious programme of work to improve and modernise hospital services in Aberdeen and throughout Grampian.

## How to find out more

You can also find this document on [www.nhsgrampian.org](http://www.nhsgrampian.org), which has information about NHS Grampian, including:

- What the Grampian NHS Board does and who is on it.
- Our hospitals, GP surgeries and other local services.
- Useful advice – whether you are a patient, visitor, student or health professional.

## If you would like:

- help to find the documents mentioned above on the NHS Grampian website
- someone to talk to your group about the Grampian Health Plan and how you can influence it
- information on specific issues and initiatives
- to find out how to get involved in planning health services in Grampian.

*Please contact:*

**NHS Grampian  
Corporate Communications Team**  
Ashgrove House  
Foresterhill  
Aberdeen  
AB25 2ZA

Telephone: **01224 554400**

Email: [grampian@nhs.net](mailto:grampian@nhs.net)

## NHS Health Services

General number	<b>0845 456 6000</b>
Free Healthline	<b>0500 20 20 30</b>
Dental Advice line	<b>0845 45 65 990</b>
NHS 24	<b>0845 4 24 24 24</b>
NHSG Feedback Service	<b>0845 337 6338</b>

If you need this, or any other NHS Grampian publication in an alternative format (large print, audio tape etc), or in another language, please contact Corporate Communications at the above address.