

Tuesday 9 September 2025

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**Acute Services Chief Officer spends day with ambulance colleagues – an update from Geraldine Fraser** “On Thursday last week, I spent the day with a Scottish Ambulance Service (SAS) crew to see first-hand the pressures and challenges our colleagues responding to 999 calls in the community face. Much like throughout the whole of NHS Grampian, it was clear that SAS benefits from hard-working and dedicated frontline staff, who go above and beyond to take care of their patients. I was hugely impressed by the skill, professionalism and compassion demonstrated by the crew members who I shadowed, and it was clear that the patients responded to in the community also had a high level of appreciation for the ambulance service as well as an awareness of the challenges of waiting times outside the hospitals. It is also clear to me that these are very similar challenges, pressures and frustrations experienced frequently by those working on the frontline in our hospitals and throughout the community because of service demand.

“Thursday was a busy, but not an unusual day, at ARI’s Emergency Department (ED) with 163 attendances – 142 of which were majors – as well as an additional 30 attendances of patients referred by GPs or other healthcare professionals to the Acute Medical Initial Assessment (AMIA). There were 58 attendances at our paediatric ED and 56 attendances at ED in Dr Gray’s. Delayed discharges of approximately 200 people across Grampian made it a difficult day for acute wards to move patients to appropriate settings.

“This led to ambulance stacking outside ARI’s ED, peaking at eight units, with teams across EDs and SAS working hard to prioritise admission of the most acutely unwell patients as quickly as possible. My experience with SAS reinforced and emphasised the fact that we need to continue to look at what we can do across our whole healthcare system to improve things for patients and our staff, and the key role that managers and clinicians have in leading change for improvement. As we continue to refine and agree our Unscheduled Care Improvement Plan with Scottish Government, I am confident that we can really make a difference by working together with our HSCPs to deliver the plan at pace. In the meantime, I am forever grateful to our dedicated colleagues who show tremendous commitment every day.”

**Scottish Learning Disability Week – communication boxes** Under the Equality Act 2010 we are required to make reasonable adjustments. Providing accessible information is an example of a reasonable adjustment. This ensures people are supported to understand information about treatments, procedures and appointments. Additionally, it can support people to be actively involved in shared decision making about their care and treatment. The Pink Box, available on each adult ward, contains a range of communication tools to be used to facilitate communication with anyone who has a communication impairment. This includes people with a learning disability, following a stroke, dementia and other neurological conditions, as well as people who have English as a second language.

For more information, contact Jackie Low, Acute Learning Disability Nurse Advisor on ext 57140 or email [gram.acuteldnurse@nhs.scot](mailto:gram.acuteldnurse@nhs.scot). For Dr Gray's Hospital contact the Community learning disability nurses [gram.moraycommunitylearningdisabilityteam@nhs.scot](mailto:gram.moraycommunitylearningdisabilityteam@nhs.scot)

**Registration Now Open for Respiratory MCN Evening Roadshow Event** This event is scheduled to take place on Tuesday 7 October, 6.30-8.45pm, at the Laichmoray Hotel, Elgin. Topics covered will include clinical cases in asthma and COPD, respiratory history taking, and COPD care bundles. There will also be content provided by Pfizer, as supporters of the event. Registration is via this form, for any queries, please contact [gram.mcn@nhs.scot](mailto:gram.mcn@nhs.scot)

**Research and Development newsletter** The latest edition of Research Round Up is available to read here: [Research Round Up - NHS Grampian Research and Development Bulletin September 2025](#)

**NHS Grampian Charity** Did you know the NHS Grampian Charity regularly reviews and updates its application and reporting forms in-line with your feedback and changes to charity guidance and legislation?

We know getting the time to fill in paperwork can sometimes be challenging, but we have worked hard to cut out any unnecessary questions, and to only ask for the information we absolutely need to assess and process your application. We fund projects using charitable donations very generously made by the people of Grampian, so it's really important we gather all the information we need to ensure these donations are spent in line with charity law and the donor's wishes. You can find the latest copies of all our forms on the charity Intranet. Don't forget, you can come along to our Thursday morning virtual drop-in on Teams if you need help with your application. There's no need to book, just log on any time between 10 - 11am. [You can find the joining link on our Intranet page too.](#)

**Annual service of thanksgiving and remembrance** This service takes place each year in September; this year's event will be held on Sunday 14 September at 3pm. It will take place at Aberdeen Fountainhall Church (formerly Queen's Cross Church) and will be led by members of the Spiritual Care Team, assisted by other staff in NHS Grampian, and supported by NHS Grampian Charity. This service is for anyone whose loved one has died in any of the hospitals or units in Grampian. It is a time of reflection and remembering with words and music and is open to those of all faiths and none. All welcome. Contact [gram.spiritualcare@nhs.scot](mailto:gram.spiritualcare@nhs.scot) or on ext 53316 for more information.

**Tune of the day** Twenty-four years ago (yesterday) Kylie [released this absolute corker](#). For your sliding doors moment, it nearly ended up with Sophie Ellis-Bextor. Altogether now.... "La la la..." (EP)

If you want to request a tune, follow up on items included in this brief, or suggest an item for sharing, drop us an email via [gram.communications@nhs.scot](mailto:gram.communications@nhs.scot)