

Here is the brief for Thursday 21 April 2022.

## CAROLINE: IN CONVERSATION WITH...



This week, Elinor McCann, Head of Catering at NHS Grampian, joins Chief Executive Caroline Hiscox for [episode 7 of her employee spotlight series, "In Conversation."](#)

Elinor reveals the sheer volume of meals produced (6,000 per day!), the challenges that supply chain issues pose, how COVID-19 affected footfall to the hospitals' retail units, out-of-hours catering, and promoting sustainability, which includes using local produce where they can and

reducing food waste. The video with Elinor - as well as all prior episodes of In Conversation and Ask Caroline - can be found on one handy YouTube playlist: [All Episodes Playlist](#)

Ask Caroline, our staff Q&A session, will return next week so get your questions in!

### Caroline Feedback Survey

Today we are also launching a survey to get your thoughts on the Ask Caroline and In Conversation series as well as get your feedback on some other plans to help Caroline and other senior team members engage and make themselves more accessible to staff across health and social care. It only contains a few questions and [we'd be grateful if you could fill it out by clicking here.](#)

As always, your feedback or questions for Caroline are welcome via [gram.communications@nhs.scot](mailto:gram.communications@nhs.scot)

**That was the winter that was – Nicola Beech/Elaine Thompson (Health Intelligence)** As we emerge from the winter period, we have been looking back with a data lens on some of the challenges we have faced and overcome during the past year. Pressures on Emergency Departments have been well publicised across the NHS in Scotland and the UK. Our local analysis tries to understand why performance against the 4-hour target in Grampian has changed so substantially. The interpretation of the data suggests the reasons are complex and weave through the entire health & social care system.

EDs are a busy place and during the current winter period, the number of people attending rose by 27% compared to the previous year. However, this year's activity is lower than we've seen over the winter months in the 7 years preceding the pandemic. Our analysis looked at care home pressures and flow, COVID activity, staff (COVID) absence and more. Some of this data is shown in a slide attached to the email used to send this brief.

The burning question lots of people ask is: 'why has winter been so extremely tough this year?'. Alongside the obvious impact of the virus, the interpretation offered by health intelligence, based on the data we review, is that our capacity to see, treat and care at each step along the pathway is becoming more pressured, with each step impacting on the next. All these capacity and flow factors combine to manifest at the front door of the hospital affecting our 4-hour performance. As we've always known, and from which our data appears to confirm, ED performance is acting as the bellwether of the pressures we are experiencing right across the whole health and social care system.

**Outpatient Parenteral Antimicrobial Therapy Service (OPAT)** The re-established OPAT service, based in Ward 301 at ARI, provides treatment to patients who require long term intravenous antibiotic therapy but who do not have a clinical requirement to be a hospital inpatient.

Operating 5 days a week since January this patient centred service enables patients to return home whilst still receiving their intravenous antibiotic therapy, reducing their risk of hospital acquired infections and releasing much needed inpatient bed capacity. In March 2022, on average, 161 bed days were saved each week, by patients being referred to the OPAT service.

OPAT Service development aims for the service to operate 7 days a week in the near future and the OPAT team wish to encourage clinical colleagues to take **every opportunity to refer patients** to the service as this will help us undertake a gap analysis to identify unmet demand and shape the design & development of a Grampian wide OPAT service going forward. Referral to the service can be made through Trakcare Order Coms. (Photo below shows the OPAT service in operation).



**Grampian data** The local update is shown below; technical issues at Public Health Scotland unfortunately mean we have no data on new confirmed cases.

New cases in past 24 hrs  
(PCR & LFD)

Patients in hospital

Patients in ICU

Deaths in hospital

n/a\*

120

2

0

Down 44 from 19/4/22

Down 7 from 20/4/22

No change from 20/4/22

Last death on 19/4/22

Reported by PHS Dashboard  
NB cases refreshed daily  
\* National data issues means no case numbers today

Confirmed patients from Trakcare according to new definitions from 15/9/21

Confirmed from Trakcare as per SG definitions - includes patients who were +ve >28 days in ICU. ECMO patients included if flagged for COVID-19

Confirmed from Trakcare

**Car parking – Foresterhill Health Campus** Following the item on upcoming road closures, shared in last night’s brief, we have been asked to remind you all that staff using the multi-storey car park at Foresterhill should use Level 6 and above, keeping the lower floors available for patients and visitors.

**NHS 24 COVID helpline/NHS Inform helpline** Our colleagues at NHS 24 have advised us of changes to the operating hours for these helplines, as follows:

NHS 24 COVID helpline (0800 028 2816) – at weekends, this number will only operate between 9am-5pm, reflecting reduced demand. It will be open 8am-8pm on weekdays.

NHS Inform helpline (0800 22 44 88) – from Monday 25 April, this general health information and signposting telephone service will operate Monday-Friday only, 8am-6pm.

**Endowment Fund** The latest newsletter from the NHS Grampian Endowment Fund is attached to the email used to send out this brief.

**Scotland Tonight** You might be interested to know Dr Rachelle Arnold (Consultant in Old Age Psychiatry at Royal Cornhill) will be among the guests on STV's Scotland Tonight programme this evening. The programme will be looking at Alzheimer's Disease and it starts at 8.30pm.

**Tune of the day** Mandi Coutts makes today's request; influenced by the current good weather, her mind has turned to sun, sea, and sailing – and [Rio by Duran Duran](#). Mandi is off to see the band in July, so this may also have guided her choice! Did you know it's 40 years next month since the album of the same name was released? Time really does fly.

If you want to request a song for tune of the day, 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)