

Thursday 18 May 2023



We're pleased to present [Episode 19 of 'Ask Caroline'](#), in which Chief Executive Caroline Hiscox addresses a dozen more of your submitted questions on a range of topics. Winter planning, water dispensers, NHSG nursery provision, and the future of Summerfield House all feature prominently this week. As usual, we're providing links to the individual questions, so you can skip directly to the sections which most interest you:

### **Updates from Episode 18 timestamps**

[05:56](#) Car parking review

[06:50](#) Dental School catering/Aberdeen Health Village catering

[07:37](#) Parent & child car parking at Lady Helen Car Park

[07:57](#) When will there be an update on staff gyms?

### **Episode 19 Questions timestamps**

[09:08](#) Compulsory mask wearing update

[10:58](#) Overnight cafe opening at ARI ED?

[13:28](#) Primary care pay equity with Agenda for Change?

[19:12](#) Are Summerfield House, Foresterhill House & Westholme being closed?

[24:38](#) When will the ARI concourse reception be staffed again?

[25:51](#) What is the plan for next winter? Elective beds aren't a suitable solution

[31:00](#) Will water dispensers be returned across NHS Grampian?

[33:57](#) Should NHSG expand its staff nursery provision?

[36:53](#) Parking Patrols at ARI/ED

[39:20](#) Why are Covid-19 absences no longer special leave?

[41:59](#) Should payroll errors be correct quicker than the following month?

[45:21](#) Timescales for pay arrears for recent retirees

Upcoming Ask Caroline Sessions:

- May - Thursday 18
- June - Thursday 19
- July - Thursday 29

An audio version is available to listen to on [SoundCloud](#) and a [transcript of the Q&A](#) can be on the internet (networked devices only). The transcript is written precisely as spoken so it can be a little odd to read, and we apologise for any inaccuracies it contains. If you want to put your question to Caroline or give feedback email: [gram.communications@nhs.scot](mailto:gram.communications@nhs.scot) (Please indicate if you would like your question to be anonymous).

**Uniform ordering – action required** The process for ordering from the sewing room is changing. From next Monday (22 May), any staff member ordering new uniform must use the updated uniform request form. In addition, there is a separate form for any ad-hoc requests you may have for the sewing room. This should be used for any non-uniform requests to the sewing room e.g., patient labels, drain bags, alterations to curtains etc. [You can find the new forms on the intranet here](#) (networked devices only); for ease they have also been attached to the email used to send this brief. Please remember these are controlled documents and should not be altered. Alongside the use of the new form, the sewing room will no longer accept uniform request forms which have been scanned directly from a scanner. All requests must come from a traceable email address with the staff members name in the subject.

The sewing room anticipate there will be some cross over in the forms used; they are asking everyone to make a conscious effort to use the new form. If you are a manager, SCN, or team leader, please share the new forms with anyone in your team who requests uniform.

**Review of ARI bed capacity** A project is being launched to review the bed base in ARI, with a view to improving how we use it. This will support services in managing demand in the short, medium and long-term, and look to improve efficiency and outcomes.

**Why?** To improve flow. Avoid corridor care and decrease associated staff stress. Cut ambulance waiting times and tackle growing waiting times for planned care.

**How?** Involve staff impacted by changes in designing the solutions. Data driven demand predictions. Strong leadership from within clinical teams and those services that support them. New learning systems helping us improve from experiences.

**Involvement** opportunities over the coming months, and the project team will keep you informed throughout.

We are keen to hear your initial thoughts, hopes, fears, ideas and questions, which can be submitted anonymously using this questionnaire: [Bed Base review feedback](#)

**Change of number for Moray Diabetes Specialist Nurse team** Please be aware telephone number **01343 567844** is longer in use. Patients will be directed to the Community Diabetes Specialist Nurse Advice line on 01224 559977. This a remote service therefore people should leave a voicemail message for the Community DSN to return you call. This is monitored Monday - Friday 9am - 1pm. If the call is urgent or if they are unwell, patients are advised to contact their GP for advice. If out of hours contact NHS24 on 111. **Healthcare professionals in Moray should call 01343 567568 (ext 67568)** [The referral guidance for primary care across Grampian is available here](#) and on Grampian Guidance.

**World IBD Day – information stand in ARI** Tomorrow (19 May) is World Inflammatory Bowel Diseases (IBD) Day. IBD is another term for Crohn's disease and ulcerative colitis. Our IBD nurses will be running an information stand in the main concourse at ARI tomorrow, between 10am-1pm, for staff and the public alike – all welcome!

**Spiritual Care committee drop-in event** A big thank you to everyone who came along to today's drop-in event, organised by the Spiritual Care committee; the team were delighted to meet you. If you have ever wondered what is involved in healthcare chaplaincy, we have the answer for you. Ian Pallet, chaplain at Dr Gray's Hospital, has written an [account of a typical day](#) for him. If you prefer to watch rather than read, [this short film features Lesley](#), one of the chaplaincy volunteers, explaining her role.

**Evaluation Clinics** The evaluation network has released new clinic slots for May and June. These are designed to offer advice on any aspect of planning, implementing, writing up, or disseminating an evaluation. They are particularly useful if you are working on a service change. If you're interested, [please use this link to book](#). If you have any queries or if the clinic dates are not convenient, please contact Calum Leask ([CLEask@aberdeencity.gov.uk](mailto:CLEask@aberdeencity.gov.uk)) or Niki Couper ([niki.couper2@phs.scot](mailto:niki.couper2@phs.scot))

**Tune of the day** Thanks to David Carnegie for flagging that today is Vyshyvanka Day. This event, celebrating the traditional Ukrainian folk garment (a highly embroidered shirt), is marked around the world so it seems appropriate to include a Ukrainian artist. Since I'm still feeling the Eurovision vibe here's [Ruslana with Wild Dances](#), their winning entry back in 2004 (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)