

Bòrd SSN nan Eilean Siar  
Western Isles NHS Board

Chief Executive Office

Jeane Freeman MSP  
Cabinet Secretary for Health &  
Sport

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Date: 19 September 2018  
Your Ref:  
Our Ref: GJ/MMD

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Dear Ms Freeman

## NHS BOARDS GOVERNANCE ASSURANCE MECHANISMS

Thank you for your letter of 6 September 2018 in relation to the above.

### 1. NHS Complaints

The Revalidation and Appraisal Steering Group receives quarterly reports of complaints against doctors. This is with the intention to identify themes, or clusters of complaints against individual doctors.

The Chief Executive reviews and signs off all complaint responses and is therefore alert in a relatively small organisation to repeat complaints about any individual.

NHS Western Isles has a number of substantive, visiting and locum consultant staff. Any concern would be assessed immediately by the Medical Director and Nurse Director and appropriate action taken.

### 2. Surgical Safety and M&M Reviews

#### Pre-op marking

We have a "Correct Site Surgery" procedure and our theatre care plan includes a check for surgical site marking. If the site has not been marked the patient is not be taken down to theatre until the surgeon has marked the site.

#### Monitoring Workloads

There are weekly scheduling meetings which include theatre manager/deputy, surgical secretaries and the capacity planning manager. All specialties have their lists scheduled three weeks in advance and the lists are arranged in a manner where any equipment.../con.

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37 Mol a Deas, Steòrnabhagh, Eileanan Siar, HS1 2BB

Headquarters  
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Cathraiche: N. Mac a' Bhreatainnach  
Ceannard an Gníomh: G. MacSheumais

Chair: Neil Galbraith  
Chief Executive: Gordon Jamieson



*Western Isles NHS Board is the common name of Western Isles Health Board*

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that may be shared by the different specialties is avoided, e.g. two laparoscopic cases would not be scheduled at the same time.

The number of patients on each list is determined according to waiting times, the procedures required and availability of surgical equipment. Loan kits may be required and they are identified for booking at this meeting.

### M&M Reviews

MDT M&M meetings are scheduled monthly and all consultants are given protected job plan time to attend this and present any cases for review. Theatre staff operate an on call out of hours system that is incorporated in to the staff roster.

### 3. Supervision of Junior Medical Staff

All Junior Doctors in Training in the WIH are supervised by Recognised Trainers. Monthly Junior Doctor Forums take place during which time issues can be raised with the Medical Director.

Medical Education Forum meets quarterly and discusses feedback from the National Trainee Surveys and Scottish Trainee Surveys.

Annual DME report notes the number of Datix report which have been reported by any junior doctor in training.

### 4. Openness and Transparency

NHS Western Isles recently reviewed the incident reporting framework which includes duty of candour principles. All incidents are entered on Datix, investigated and any lessons learned taken forward for improvement.

NHS Western Isles have HR policies in place for staff to utilise if they are experiencing any issues they wish to raise a grievance about or require investigation regarding conduct. These include:

- Whistle blowing policy
- Dignity at Work Policy

NHS Western Isles has confidential contacts that staff can approach in confidence to discuss any issues or concerns that they have. The number of grievances and conduct investigations are reported in the Workforce Report monthly and any concerns or .../con.

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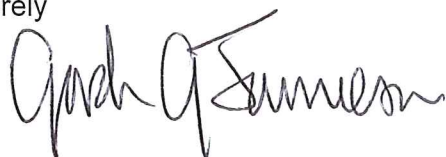
emerging themes can be discussed at APF. Staff Governance meetings are quarterly where iMatter is reported and an action plan set against the Staff Governance Standards is monitored.

NHS Western Isles has a "Sounding Board" on its intranet where staff could post any concerns they may have, and anonymously if they choose.

The Chief Executive holds regular open meetings for staff groups where observations and/or concerns can be raised.

I hope the above is of assistance.

Yours sincerely



Gordon Jamieson  
Chief Executive  
NHS Western Isles

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