

Tuesday 21 May 2024

Terminology Tuesday – putting your audience first The aim of these items is to encourage all of us (myself included) to think about **who** we are communicating with and making sure our communication meets **their** needs. A super example of this can be found in Royal Aberdeen Children's Hospital. The speech and language therapy team have designed communication boards, on display in the play area and outpatients (see photo below). You simply point to the symbol as you talk or offer a choice such as 'do you want *more* or something *different*?'. Please don't hesitate to contact the RACH speech and language therapy team if you have any questions about how you can use them with the people you care for. We hope you like the boards as much as we do!



Vaccinations contact centre - one number for Grampian From Monday 3 June, there's one telephone number for anyone looking to book or rearrange a vaccination appointment anywhere in Grampian - 01224 555 333. This number is already in use for people in Aberdeenshire and Moray, so no change for you. The current Aberdeen City telephone number (0800 030 4713) will remain in service until close of business on Friday 31 May. The Grampian vaccinations contact centre will be open Monday-Friday, 8.30am-4.40pm.

Realistic Medicine – values-based referrals project If you make - or vet – patient referrals, then your expertise could help a new realistic medicine project. It follows local feedback, suggesting some referrals may have limited value to people. [There's lots more information on the intranet here](#), including the opportunity to volunteer for a focus group or one-on-one interviews. You can also contact gram.realisticmedicine@nhs.scot with any queries you have.

TrakCare revised triage (vetting) outcomes From next Wednesday (29 May), and in response to your feedback, there will be changes to the triage (vetting) outcomes in Trakcare. The existing code for 'inappropriate referrals' (204 - Back to Referrer) will be discontinued. We recommended people use the following codes:

- 204L - Back to Referrer - Immediate Letter: Use this code to issue an explanatory note to the GP and remove the patient from the waiting list. We are simplifying the terminology by rebranding the 'Clinician Letter' and 'Immediate Clinician Letter' to 'Immediate Letter'.
- 205A - Refer Onwards Different Specialty: Use this code to forward the referral to the appropriate specialty. Remember, additional notes can be included in the Booking Instructions/Comments text box for the receiving clinician, if needed.
- The ANFA (Advice - No Further Action) code remains available for informational referrals that do not require a response.

This update does **not** impact the vetted priority code also named "Back to Referrer," which remains appropriate when selecting vetting outcomes that do not create a waiting list entry. For details on the existing and updated triage/vetting outcomes, [please refer to the TrakCare – eVetting guide](#) (intranet link, networked devices only). We appreciate your cooperation as we implement these changes. Should you have any questions or require further assistance, [please contact the team via the service desk](#).

Applications for nursing & midwifery post-registration funding and development opportunities

The following opportunities are now open for application, all with a closing date of 4pm on Monday 3 June (intranet links, networked devices only):

[BSc Healthcare Practice \(Top up Degree\)](#)

[Nursing and Midwifery Post Registration Funding](#)

[An exciting fully funded opportunity for Post Graduate Certificate in Healthcare Leadership.](#)

If you are interested in advanced practice, what about the PgCert/PgDip/MSc in Advancing Health Practice at Robert Gordon University? There will be a short information session online on Wednesday 29 May, between 12.30-1pm. [To join, simply save this Teams link](#).

If you have any questions, or cannot access the intranet, please do not hesitate to contact us at gram.practiceeducation@nhs.scot

Reminder - leading an empowered Organisation (LEO) now available to managers in non-clinical roles Do not miss your opportunity to be part of this internationally licensed leadership programme. During the 3-day course you will be introduced to key LEO outcomes of encouraging ownership, accountability, teamwork, quality improvement and an inclusive and engaging leadership style. For more details or to apply, [please follow this intranet link](#) (networked devices only). If further information is required, please contact gram.coaching@nhs.scot.

Tune of the day Friends of ANCHOR's annual Brave and Courage on the Catwalk events took place over the weekend. If you've never been, it's hard to describe how emotional, inspiring, and uplifting these events are. Christine Fraser from Whinhill Medical Practice was there to support her mum. For her, and for all the wonderful models, Christine has asked for Beyoncé and [Texas Hold 'Em](#) (there's a couple of swears in there, for info) (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