North Imaging Alliance
Post Engagement Event
Resource Pack

28th June 2023

Aberdeen

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North Imaging Alliance

Engagement Event update

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Background

The North Imaging Alliance (NIA) Executive Board suggested that an event could be held to promote sharing and learning between the North of Scotland Boards.

The NIA core team planned the event which took place on 28th June 2023, at the Crowne Plaza Aberdeen Airport hotel.

Purpose

The main purpose of this event was to bring together the North Boards to develop specific pieces of work and promote sharing and learning between them and to also provide an overview of the work the NIA is doing. Also, we are trying to make explicit connections to other national education and engagement activities eg via SCIN, SRTP & Professional bodies in describing & promoting the full range of opportunities to

- avoid duplication of effort and outputs
- maximise use of scarce time and capacity of staff in Boards
- ensure a commitment to planning & providing person centred and added value activities

As well as the planned speakers, Colin Brown and Craig Burrows from FujiFilm also attended with the Ultra-portable diagnostics car, which attendees were able to view and have an overview from Colin & Craig.

Analysis

The event went ahead on 28th June 2023, with 48 people in attendance. The attendees were a mix of radiologists, radiographers, service managers & data analysts and there was at least one attendee from each North Board.

Based on the feedback we have received, the attendees enjoyed the day and found it engaging. Further analysis of the feedback can be found on page 7

Next Steps

As the Engagement event is now complete, the NIA Core Team are forming a work plan using the feedback and comments from the attendees at the event. This plan will also help to inform the business case for the NIA continuing past March 2024.

North Imaging Alliance Engagement Event

Wednesday 28th June 2023

Crowne Plaza Aberdeen Airport, 2-3 International Gate, Aberdeen AB21 0BE

09:30	*Registration*
10:00	**Welcome** *Jim Cannon, Director Regional Planning, North Regional Team* *Karen McNicoll, Senior Advisor, North Regional Team*
10:10	**Patient Experience** *Lorna Pennycook, Senior Project Manager, North Regional Team* *Gillian Woods, Health Intelligence Officer, North Regional Team* *Sandra Murdoch, AAP, Training & DofE Awards Coordinator and Executive Board lay member*
10:40	**Imaging Workforce** *Claire Donaldson, Lead Radiographer, North Regional Team* *Immediate Past President of SoR and Chair of UK Council* *Amy Currie, Project Manager, Scottish Radiology Transformation Programme (SRTP), NHS National Services Scotland (NSS)*
11:10	*Break*
11:25	**Equipment view and challenges** *Mike Conroy, National Infrastructure Board, Imaging Manager, NHS Tayside*
11:55	**Q&A and/or community café** *Karen McNicoll, Senior Advisor, North Regional Team*
12:15	*Lunch, networking & posters*
13:30	**Regional & National Programmes of work** *Julie Rankin, Professional Officer for Scotland & Radiation Protection, SoR* *Anna Betzlbacher, Portfolio Manager, Diagnostic Strategic Network*
13:50	**Access to Data & Information** *Stephen Bush, Information Manager, PHS NRIIP* *Dale Hadley, RIS & PACS Manager, NHS Highland*
14:10	*Break*
14:25	**Quality and Innovation** • **Quality Standards for Imaging Networks (QSIN)** *Claire Donaldson, Lead Radiographer, North Regional Team* *Immediate Past President of SoR and Chair of UK Council*

	• **Grampian QSI** *Heather MacKenzie, Advanced Practice Radiographer, NHS Grampian* *Lesley Byrne, MRI Radiographer, NHS Grampian* • **MRI Storyboard** *Fidelma Hurst, Project Manager - Planning, Innovation & Programmes Directorate, NHS Grampian* • **North Innovation hub** *Hazel Dempsey, Innovation Programme Lead, North Innovation Hub* *Benjamin Tse, Medical Student, NHS Grampian* *Yuxuan Zhang, Specialty Registrar Clinical Radiology, NHS Grampian*
15:25	**Posters & Executive overview** *Gordon Jamieson, Chief Executive, NHS Western Isles & North Imaging Alliance Executive Lead*
15:45	***Round-up & close*** *James Cannon, Regional Planning Director, North Regional Team* *Karen McNicoll, Senior Advisor, North Regional Team*

Attendee List

Name	Job title	Board / Organisation
Anthony, Charlotte	Data Manager	Public Health Scotland
Betzlbacher, Anna	Portfolio Manager	National Services Scotland
Bishop, Hugh	Divisional Clinical Director	NHS Grampian
Brown, Colin	Account Manager	Fuji
Burrows, Craig	Sales Manager	Fuji
Bush, Stephen	Information Manager	Public Health Scotland
Byrne, Lesley	MRI Radiographer	NHS Grampian
Cameron, Lorna	Programme Manager for Innovation	NHS Grampian
Cannon, Jim	Director Regional Planning	NHS Scotland North Regional Team
Conroy, Mike	Imaging Manager	NHS Tayside
Currie, Amy	Project Manager (SRTP)	National Services Scotland
Dempsey, Hazel	North of Scotland Innovation Programme Lead	NHS Grampian
Donaldson, Claire	Lead Radiographer (North Imaging Alliance)	NHS Scotland North Regional Team
Duncan, Gillian	Consultant Radiologist – Clinical Lead	NHS Tayside
Grant, Alan	Clinical Director of Surgery	NHS Highland
Gunn, Morag	Lead Sonographer	NHS Orkney
Guthrie, Elaine	Deputy Superintendent Radiographer	NHS Grampian
Hadley, Dale	RIS & PACS Manager	NHS Highland
Hay, Martha	Executive Assistant	NHS Scotland North Regional Team
Heseltine, Clinton	Clinical Lead (SRTP)	National Services Scotland

Hill, Gareth	AHP Lead	Healthcare Improvement Scotland
Hurst, Fidelma	Project Manager (Planning Innovation and programmes)	NHS Grampian
Innes, Lauren	Superintendent Radiographer	NHS Grampian
Irvine, Jenny	Radiographer/ Sonographer	NHS Shetland
Jones, Sharon	Radiography Manager	NHS Grampian
Kennerley, Sophie	MRI Radiographer	NHS Shetland
MacDonald, Jane	Radiology Manager	NHS Western Isles
Mackay, Donna	Senior Staff Nurse	NHS Highland
MacKenzie, Heather	Advanced Practice Radiographer	NHS Grampian
Mayo, Carol	PA/Administrator	NHS Scotland North Regional Team
McColl, Angie	Project Manager	NHS Grampian
McKellar, Bryan	Regional Cancer Manager (North)	North Cancer Alliance
McNicoll, Karen	Senior Advisor (North Imaging Alliance)	NHS Scotland North Regional Team
Pennycook, Lorna	Senior Project Manager (North Imaging Alliance)	NHS Scotland North Regional Team
Phillips, Kevin		NHS Grampian
Pillai, Sanjay	Associate Medical Director, Access & Assurance Division	NHS Tayside
Pitt, Anne-Marie	North Trauma Network Manager	North Trauma Network
Ragupathy, Senthil	Consultant Radiologist & Unit Clinical Director	NHS Grampian
Rankin, Julie	Professional Officer for Scotland and Radiation Protection	Society of Radiographers
Scotson, Adam	MRI Team Lead	NHS Highland
Smith, Donna		NHS Grampian
Smith, Kate	Radiology Services Manager and Lead CT Radiographer	NHS Orkney
Taylor, Katrina	Project Support Officer (North Imaging Alliance)	NHS Scotland North Regional Team

Thain, Karen	Project Support Officer	NHS Grampian
Tse, Benjamin	Medical Student	NHS Grampian
Woods, Gillian	Health Intelligence Officer (North Imaging Alliance)	NHS Scotland North Regional Team
Zhang, Yuxuan	Specialty Registrar Clinical Radiology	NHS Grampian

Presentations

The presentations and videos from the event have been uploaded to Teams, which you can access via the link below.

Presentations and videos

You will also find any videos played throughout the day, including the final word from Gordon Jamieson (Chief Executive, NHS Western Isles and Chair of the NIA Executive Board) in this folder.

If you have any questions about any of the presentations, please email tay.nospgproject@nhs.scot and we can put you in touch with the presenter.

Posters

The posters displayed at the event can be found in the below folder, in PDF versions.

Posters

There was a poster competition on the day, with the attendees voting for their top 3 best posters. The top 3 posters were:

1st place: Poster No. 10 – Quality Standards for Imaging at NHS Grampian (Heather MacKenzie & Lesley Byrne)

2nd place: Poster No.8 – Mobile X-Ray pilot NHS Orkney (Katrina Taylor, Nick Crohn & Kate Smith)

3rd place: Poster No. 4 – Patient Feedback (Katrina Taylor)

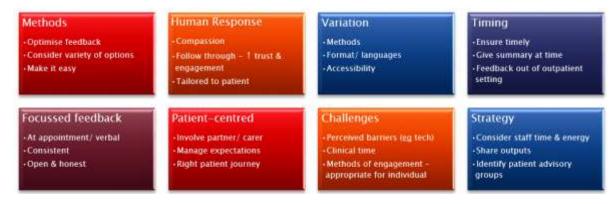**Many thanks to all contributors for their excellent work and for sharing these with us.**

Feedback

Patient Involvement

Following the presentations on Patient Involvement, participants were asked to discuss the challenges and opportunities to obtain and review feedback from patients and caregivers when developing and assessing their services. Analysis of the discussion highlighted 8 key areas for consideration.

Key themes;

Next steps;

- Review of feedback from tabletop discussions is to be shared with patient reps
- Identify patient advisory groups and seek their views on best way to engage
- Develop communications strategy (comms plan in draft)
- Review against QSIN-101: A network policy on patient and service partnerships should be in place

Quality Standards for Imaging Networks – IN-101 Involving patients and carers

- **Quality statement**
  - o Patients and carers are involved in the work of the imaging network.
- **Outcome measure**
  - o The network can demonstrate impact as a result of patient partnerships and patient involvement.
- **Indicative inputs**
  - o A network policy on patient and service partnerships should be in place.
  - o The network should focus more on co-production than on approval.
  - o The network should have:
    - ▪ a. Mechanisms for receiving regular feedback from patients and carers about the treatment and care they receive from all participating organisations across the network
    - ▪ b. Mechanisms for involving patients and carers in decisions about the organisation of imaging services across the network

> - c. Examples of changes made as a result of the feedback and involvement of patients and carers from across the network
> - d. Documentary evidence of patient and carer involvement at network meetings
> - Patients and carers should be supported by the network to ensure the opportunity and benefit of their involvement is maximised.

Community Cafe

These are the collated comments from each theme area. The NIA Core Team are reviewing and incorporating this feedback into our workplan for the remainder of 2023/24.

Table 2: Interventional Radiology

The North of Scotland is reported to be understaffed compared with the rest of Scotland (Royal College of Radiologists workforce census) – in some areas there is a reliance on retired radiologists or locums. It is recognised that it is easier to recruit staff where there is already an established substantive staffing complement and where there is a peer support network for trainees.

Areas of concern/ consideration raised by participants;

- What is the impact, positive or negative, of national recruitment?
- Where does IR sit in each of the hospital structures?
- We need to consider the financial implications – of increasing numbers of IR sessions (and the unintended consequences), and use of locums
- Which route do current clinicians take to IR, ie via FY route, other radiology, etc? IR needs to be part of the undergraduate curriculum.
- Consider integration with other specialties, eg diagnostic radiology, paediatrics, and across staff groups
- Can we augment current workforce with radiographers and are there radiographers willing to do this?
- In order to develop or improve sustainable regional pathways we need a consistent, cohesive, collaborative approach.

Table 3: Data & Information

The key themes involved the limitation of the current reporting systems, the difficulties with data definitions and the use of multiple systems – lack of integration resulting in double-keying of data.

There is a need for "once for Scotland" agreement on KPIs, data fields and standardisation of RIS/ fields/ data extracts, there is very little validation currently. Review requirements for local and national reporting.

Table 4: Patient Information & Experience

The attendees at this table were asked to discuss patient information and experience within their service; how well they feel it is acknowledged (ie through feedback); how well information is relayed and what they feel could be done better.

Patient feedback important to help change and support services
Patient experience may correlate with where patient from
Appointment times – still appointment letters but not enough notice given to allow for childcare, work time off etc
Challenge with information leaflets – patients not reading them (just looking at them)
Patients reluctant to divulge relevant information if waiting for appointment for long time
Information hard/difficult to find – make it easier for patients to find on website

What would you change tomorrow

- More scanners
- More staff
- Patient centred booking service – patients can book their own appointment online – allows them to choose the best date and time for them
- Could there be a text service for sending to patients to book their own appointment
- Supporting patients by arranging scans on same day (if need be)

Possible feedback options

- Tablets
- QR codes to service
- Patient Advisory Group who could feedback on various items – website; leaflets

Table 5: Imaging Administration

Once the group understood what was meant by administration the reply was 'they just don't have it'. Over the years admin support has decreased as they are not being replaced when someone leaves meaning the work is picked up by other professions.

Key themes that came out of this discussion were; a desire to move to digital and away from paper-based systems, national systems with cross-board connectivity, investment in admin support and a review of booking processes.

Lacking in small boards!
£1.50 per letter STOP SENDING THEM (old data)
Needs more support
Admin support investment will pay for itself
Too many templates for letters
Should go digital
National funded systems so they speak to each other
Digitally enabled solutions and outcome measures
Better admin support in other specialties
Better management support
A full time imaging receptionist/admin would be beneficial
Our x-rays, CT & MRI are all booked by radiographers
Shetland tool not user friendly

If there was one thing you could stop tomorrow

- Stop sending letters

Table 6: Planning Ahead & Strategy

All planning needs to be coherent and linked, not done in silos, reflecting the needs of the population. Patient need should be at the centre, with equipment, finance, workforce etc revolving around this.

To allow the workforce to work across Scotland, not just for individual boards, HR barriers need to be removed.

We should be looking to other countries or boards/ trusts to see what is working well to see if system planning can be replicated as a "once for all" in Scotland.

Table 7: Equipment Challenges

There is a need to balance loss of control and standardisation, needs consultant engagement.

There are clinical, technical and commerce challenges with equipment procurement.

Table 8: Workforce & Quality

The attendees at this table were discussing aspects of workforce & quality – including recruitment & retention; safer staffing and effective job planning. Below are some of the barriers and challenges they have found and some items they would change if they could**.**

Getting access to appropriate skill mix.
Failures in job matching – if honest job planning can jobs get matched and banded ??
Sharing of information and transparency.
More assistant practitioners – wider scope of practice.
How to include 3rd party companies into the quality conversation i.e. external reporting companies.
Safer staffing – applying tools to smaller teams.
Effective job planning for ALL professionals.

Advanced Practice – Island boards – widening access to clinical support
Advanced practice – not just reporting – rads and nurses.
More interventional MDT working.

Attendee Feedback

NIA Engagement Event - Feedback
20 Feedback responses received

Q 8 How likely would you be to recommend any future events to a friend or colleague?
Options were from 0 - Not at all likely to 10 Extremely likely

- 9/10 71%
- 7/8 29%

Q4 Can you rate the following please?
Options were Very good, Good, Neutral, Poor & Very poor

| Location of venue 76% Very good | Venue 100% Very good | Catering 100% Very good |

Q7 If we were to hold regular Engagement Events, how often do you think they should be held?
Options were Annually, 6-monthly, Other

- Annually 65%
- 6 Monthly 29%
- Other 6%

Q1 How did you find the Engagement Event?

""Very useful"   "Very interesting. Always good to bring together similar minds"   ""Very informative and really needed"

"Excellent very well organised - great to see people in person & some very tangable things to act on aswell"

"Very interesting. As a member of staff who has not been involved in these type of events or discussions before, I am learning with a whole new interest/ appreciation of all the work being done."

"This was a really beneficial & insightful event. It was really good to speak with people from other sites"

"Excellent day. All presentations were of value and a great networking opportunity"   "Excellent - really great to meet folk. IRL"

"Really useful and very informative. Great networking opportunity"   "Very informative & engaging"

"Very well organised and all presentations precise and informative"   "Excellent - a good day, great networking opportunities"

"The event was very well organised. The topics were very interesting and there was lots of opportunities for engagement, commenting & networking"

"Excellent"   "Great"   "Very informative"   "Good day"   "Informative, inspiring, engaging"

"The facilities that were based in today was lovely and made listening easier"

Q2 Was there anything that you felt went particularly well?

"Good platform to network with people with common interests. Eye opening with regards to few topics. Good opportunity for sharing good practice"   "Question times"   "Good networking and Information sharing"   "Whole organisation very smooth. Balance of talks & lenght of day very good"

"Whole day was really well run"

"Each talk was very interesting, having time to discuss with collgues"   "Well co-ordinated, thank you. Good comms in advance a great choice of venue"   "Community cafe - would have liked a couple more of these sessions"

"Face to face engagement was really benneficial"   "Ability to meet people face to face and make new contacts"   "A1"   "Learning about the new workforce tool that is being tested. Would love to trial it in IR at ARI"

"Networking"   "I thought the engagement levels within the group was great. The organisers facilitated this well"   "Breath of topics - very good facilities"   "The day was kept to time, which was refreshing"

"Interesting to hear the work the northern alliance are involved in"   "Posters"   "Well organised and nice to be able to network"   "Good opportunities to network. It being interactive from the get go. Venue location and hospitality top notch"

Q3 Was there anything that you feel could have gone/ been done better?

"Need more than 1 rooming mike"

"As always not sufficient time for discussion"

"Slides before meeting"

"No would the venue move around"

"Only thing was the lights to be dimmed while presenting"

Q5 Do you have any comments on Q4 (Rating Location, Venue, catering)?

"Catering was great and varied"

"Excellent lunch & easy parking"

"Food was immense"

Q6 Do you have any other feedback about the day?

"Face to face networking was inspiring"

"Excellent topics - great cross section of representatives from boards"

"I hope to see everyone's suggestions that were written on the tables on the day once everything is collated"

"No thank you for putting this on"

"Great opportunity to connect & learn about the NIA"