



St Mary's Village, Holm, Orkney – August 2024

# NHS Orkney Patient Feedback

Annual Report  
2024-2025

## Foreword

The 2024/25 Patient Feedback Annual Report for NHS Orkney demonstrates our ongoing commitment to delivering high-quality, person-centred care. This report outlines how we have received, responded to, and utilised feedback, complaints, and engagement from patients, carers, and families to drive continuous improvement in our services.

Over the past year, we have focused on embedding the values of respect, compassion, and shared decision-making into every aspect of patient care. By listening to our community and staff, we have been able to make significant improvements in accessibility and responsiveness. A notable achievement this year was the successful intravitreal injection audit, which received 100% positive feedback from patients, demonstrating our commitment to patient satisfaction and quality care.

Our approach has prioritised early resolution of complaints to ensure swift and effective responses, while also conducting investigations when necessary. This patient-centred philosophy aligns with our new Corporate Strategy, which sets out clear strategic objectives aimed at fostering continuous improvement and learning within our organisation.

While recognising the challenges in the wider context of NHS Scotland, we remain resolute in our mission at NHS Orkney to resolve issues promptly and improve the patient experience. In this report, you will find detailed analyses of our feedback mechanisms, the types and outcomes of complaints received, and the tangible improvements made as a result.

Looking ahead, our focus will remain on fostering a culture of continuous improvement, ensuring that every patient voice is heard and valued. This commitment is integral to achieving the strategic objectives outlined in our Corporate Strategy, which include enhancing patient safety, improving performance, and driving innovation.

Anna Lamont  
**Medical Director**  
**NHS Orkney**

## Section 1

### Encouraging and Gathering Feedback

- 1.1 NHS Orkney collects feedback in the form of complaints, comments, concerns and compliments. We welcome, encourage and value all feedback and use this to learn from people's experience and to inform improvements and change. We know from the compliments and positive feedback we get throughout the year that generally our patients and their carers or families are very pleased with the care they receive. But we are also very aware that we could sometimes do better and therefore the feedback we gather is invaluable in letting us know where improvements can be made.

We have again this year focussed our efforts to look at complaints quickly and respond at Stage 1 where at all possible. We want to ensure our patients are listened to quickly and efficiently and this has worked very well. We can evidence this works well by the very small number of escalated complaints we have recorded during the year.

- 1.2 The following methods are means by which our patients and their families can provide us with feedback on our services:

- Complaints – Early Resolution and Investigation stages. These can be made in writing, by email or over the telephone to the Patient Experience Officer or any other member of staff at the point of care. Our Feedback team offers a single point of contact to support patients and families to provide feedback and make complaints.
- We will also arrange to meet face to face with anyone who wishes to discuss their complaint with us. More patients prefer to make contact by telephone or email.
- NHS Orkney's website has a section on feedback and involvement which allows for leaving suggestions, compliments, feedback or a separate link to make a complaint or to express an interest in becoming involved.
- We have reintroduced our comments boxes and Feedback Leaflets which are available throughout our health care locations on our Welcome Boards. We have renewed posters with details of how to contact us electronically, a QR code to directly signpost to Care Opinion and feedback leaflets available so that patients can feedback on their experiences whilst in the hospital.
- Patient Satisfaction Surveys are also undertaken locally at a service level and also as part of national survey activity.
- We post on NHS Orkney's Facebook and Twitter pages to encourage patients to tell us of their experiences.

- 1.3 All feedback, whether good or bad, is acknowledged and responded to. Patients have taken the time to provide us with information on their experiences and we ensure they know we are very thankful for this. We encourage staff to resolve issues at point of contact whenever possible and our figures show more Stage 1's than Stage 2 complaints.

- 1.4 Information on advice and support from the Patient Advice and Support Service (PASS) at the Citizens Advice Bureau is shared with staff throughout our hospital and healthcare services. We encourage staff to signpost to PASS when appropriate. A link is available in the information we provide to patients during the initial complaint stages and also on our website. We also include a statement in our acknowledgement letters which provides information on how to contact PASS.

## Section 2

### 2.1 Hospital and Community Services:

Our Complaints Handling Procedure (CHP) aims to provide a quick, simple and streamlined process for resolving complaints early and locally by capable, well-trained staff. Our complaints process provides two opportunities to resolve complaints internally:

- Early resolution - aims to resolve straightforward complaints that require little or no investigation at the earliest opportunity. This should be as close to the point of service delivery as possible.
- Investigation - not all complaints are suitable for early resolution and not all complaints will be satisfactorily resolved at that stage. Complaints handled at the investigation stage of the complaints handling procedure are typically serious or complex and require a detailed examination before we can state our position.

#### 2.1.1 Early Resolution and Investigation Complaints

##### Performance Indicator Four

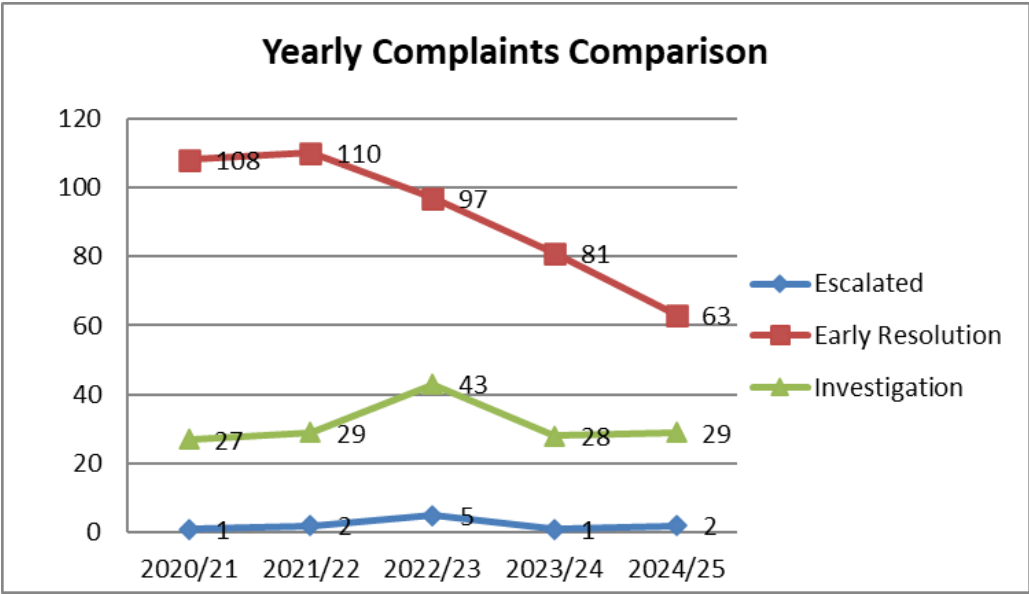
Number of complaints received by the NHS Orkney Complaints and Feedback Team	94
Number of complaints received by NHS Orkney Primary Care Service Contractors	33
<b>Total number of complaints received</b>	<b>127</b>

<b>NHS Board Managed Primary Care services;</b>	
General Practitioner	7
Dental	N/A
Ophthalmic	N/A
Pharmacy	N/A
<b>Independent Contractors - Primary Care services;</b>	
General Practitioner	26
Dental	2
Ophthalmic	1
Pharmacy	1
<b>Total of Primary Care Services complaints</b>	<b>37</b>

##### Performance Indicator Five

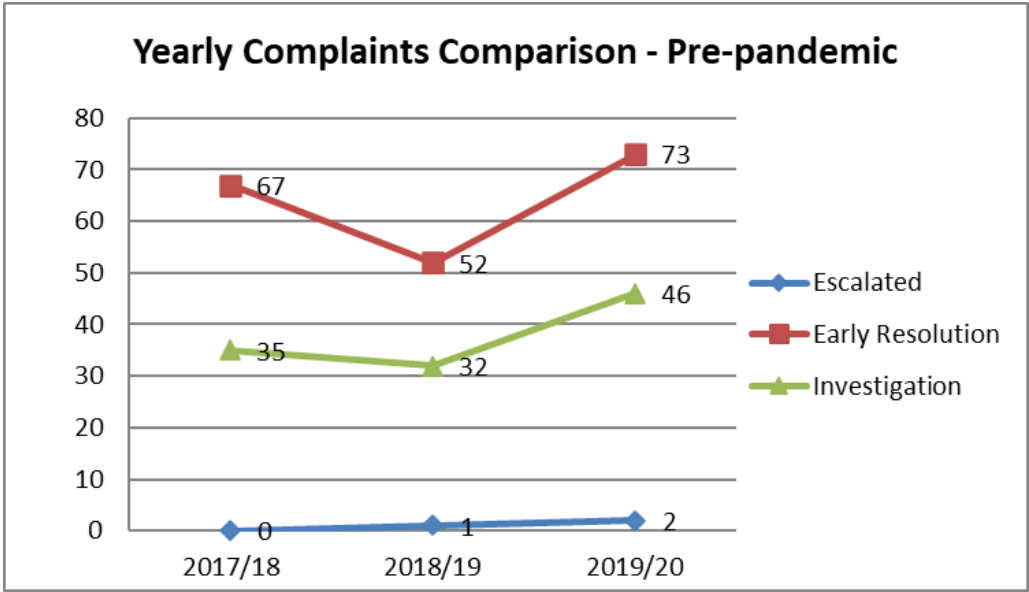
Number of complaints closed at each stage	Number	As a % of all Board complaints closed (not contractors)
<b>5a. Stage One</b>	63	67%
<b>5b. Stage two – non escalated</b>	29	31%
<b>5c. Stage two - escalated</b>	2	2%
<b>5d. Total complaints closed by NHS Orkney</b>	94	100%

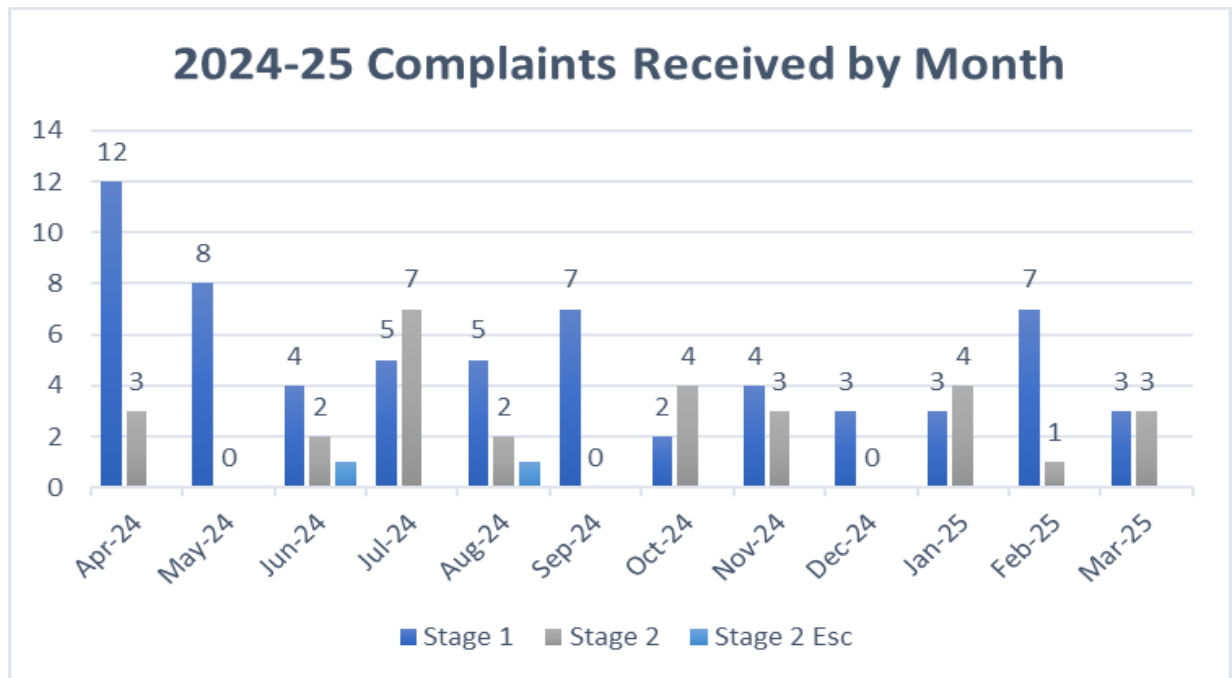
The following chart shows comparisons between our complaints over the last five years.



We can see a drop of 35% in Stage 1 complaints over the last two years and a slight increase of 3.5% in Stage 2 complaints over the last year. This is highly likely to be due to staff awareness of responding to concerns at the point of contact and managing these to patient's satisfaction.

2024/25 Stage 1 complaints continue to reduce in numbers to more in line with the numbers received pre-pandemic. Apart from the spike in 2022/23, Stage 2 complaints continue to be fairly consistent in the upper twenty's. This is slightly lower than pre-pandemic.





#### 2.1.2 Outcome Decision - Complaints upheld, partially upheld and not upheld:

##### Performance Indicator Six

##### Early Resolution complaints

	Number	As a % of all complaints closed at stage one
Number of complaints upheld at stage one	21	33%
Number of complaints not upheld at stage one	25	40%
Number of complaints partially upheld at stage one	17	27%
<b>Total stage one complaints outcomes</b>	<b>63</b>	<b>100%</b>

##### Investigation complaints

	Number	As a % of all complaints closed at stage two
<b>Non-escalated complaints</b>		
Number of non-escalated complaints upheld at stage two	7	24%
Number of non-escalated complaints not upheld at stage two	16	55%
Number of non-escalated complaints partially upheld at stage two	6	21%
<b>Total stage two, non-escalated complaints outcomes</b>	<b>29</b>	<b>100%</b>

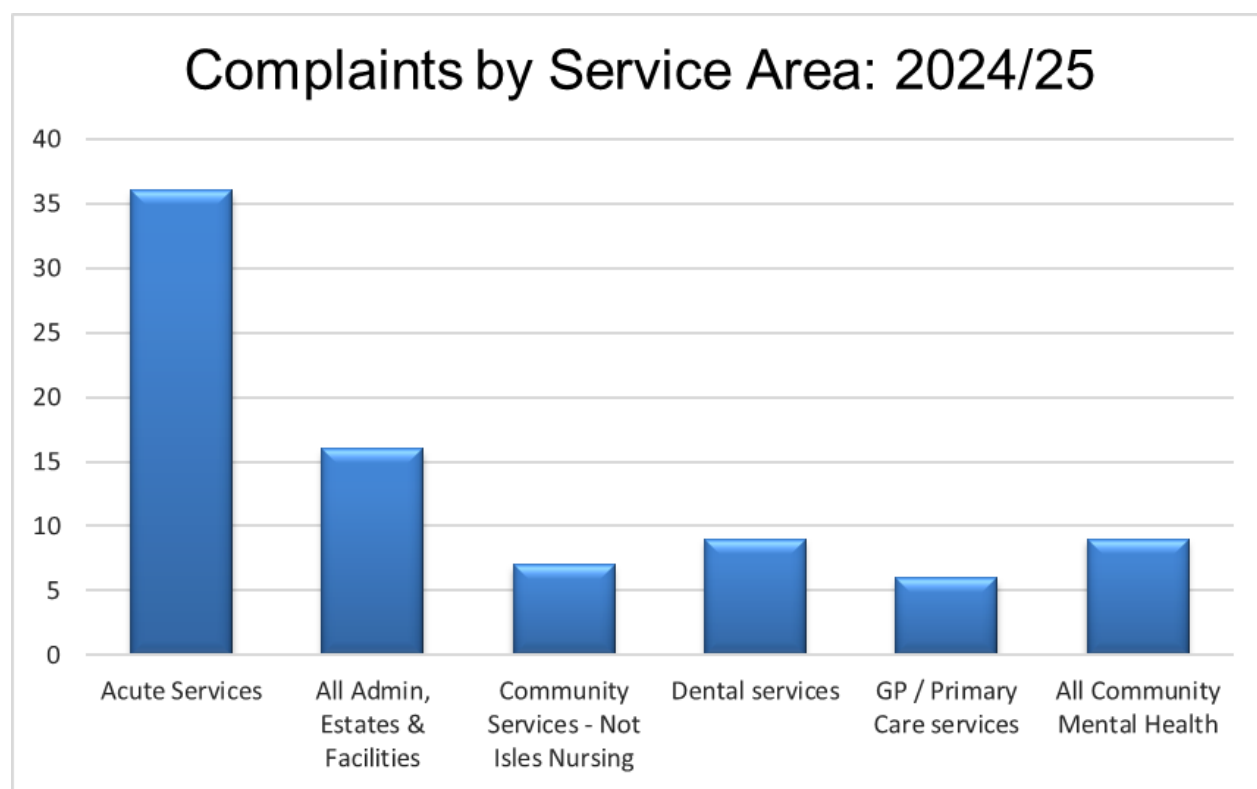
## Escalated complaints

	Number	As a % of all escalated complaints closed at stage two
<b>Escalated complaints</b>		
Number of escalated complaints upheld at stage two	0	0%
Number of escalated complaints not upheld at stage two	1	50%
Number of escalated complaints partially upheld at stage two	1	50%
<b>Total stage two escalated complaints outcomes</b>	2	100%

### 2.1.3 Service Areas:

NHS Orkney's complaints cross many areas within the organisation but are predominately within our Acute Services. Acute Services includes inpatient, outpatient, waiting times, hospital clinical and non-clinical complaints. GP/Primary Care complaints reported represent the number of complaints received within the Board Administered Practices. Community services include areas such as community nursing, specialist nursing services, mental health services, podiatry, etc.

The highest sector recording complaints is Acute Service which covers secondary care clinical services. As mentioned above, complaints are recorded in all inpatient areas, day unit, unscheduled care, outpatients and all specialties and therefore numbers are understandably higher than other services.



#### 2.1.4 Response Times:

Early Resolution complaints must be responded to within 5 working days, Investigation stage complaints have response timescales of 20 working days. Boards are required to report response times as one of the key performance indicators of the CHP.

Stage 1 complaints remain the focus for NHS Orkney. We consider each complaint on receipt to ensure patients receive a response as quickly as possible. This has the best outcome for the patient in a more person-centred way. Some complaints, however, are more complex.

We have found again this year that the more complex complaints cross services and organisations and this has resulted in more complicated investigations with more staff involved in the process. With the added complexity, timescales have failed at times.

For information the breakdown quarterly for response times is as follows:

<b>Closed within Timescales</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Total Number of Complaints closed in full at <b>Stage 1</b>	<b>24</b>	<b>17</b>	<b>9</b>	<b>13</b>
% closed <b>within timescale</b> of 5 working days	(14) <b>58%</b>	(13) <b>76%</b>	(5) <b>56%</b>	(9) <b>69%</b>
Total Number of Complaints closed in full at <b>Stage 2</b>	<b>5</b>	<b>9</b>	<b>7</b>	<b>8</b>
% closed <b>within timescale</b> of 20 working days	(1) <b>20%</b>	(2) <b>22%</b>	(3) <b>43%</b>	(5) <b>62.5%</b>
Total Number of <b>Escalated</b> complaints closed	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>
% closed <b>within timescales</b> of 20 working days	(1) <b>100%</b>	(0) <b>0%</b>	n/a	n/a

#### Performance Indicator Eight

	<b>Number</b>	<b>As a % of complaints closed at each stage</b>
Number of complaints closed at stage one within 5 working days.	41	65%
Number of non-escalated complaints closed at stage two within 20 working days	11	38%
Number of escalated complaints closed at stage two within 20 working days	1	50%
<b>Total number of complaints closed within timescales</b>	<b>53</b>	<b>56%</b>

#### Performance Indicator Nine

	<b>Number</b>	<b>As a % of complaints closed at each stage</b>
Number of complaints closed at stage one where extension was authorised	13	21%
Number of complaints closed at stage two where extension was authorised (this includes both escalated and non-escalated complaints)	15	52%
<b>Total number of extensions authorised</b>	<b>28</b>	<b>30%</b>



This year 53 of 94 complaints were closed within timescales in line with national guidelines which compares to 71 of 110 in 2023/2024.

Response rates declined from last year (54%), with 38% of Stage 2 complaints closed within timescales during the year. The main reason for this was delays within the investigation process. Complaints can be complex, cross services and at times cross organisations and result in delays. Additionally, capacity issues at investigation stage, ie, a lack of available clinical managers to carry out investigations coupled with their ability to carry out complaint investigations alongside clinical duties, also cause deadlines to pass.

This year 65% of Stage 1 complaints were responded to within 5 working days and staff should be commended for resolving complaints quickly and early. Managers, who were responding to these alongside their day-to-day duties, were very responsive and quick to manage the majority of concerns at this level. This is however slightly poorer than 2023/2024 when we responded to 68% of Stage 1 complaints within the target time. Patients much prefer this approach and whilst timescales are not met, complaints are resolved and closed with a positive outcome for the complainant.

#### 2.1.5 Trends and Emerging Themes:

NHS Orkney complaints are wide ranging and cross a diverse range of services, making it difficult to identify trends. In 2024/25 themes of care and treatment, communication and staff issues are identified as the main issues within Investigation and Early Resolution complaints. This is identical to previous years, although a slight drop in waiting time complaints, and similar to other Boards themes over the last few years.

	Communication	Waiting Times/Delay	Patient Privacy / Dignity / Respect	Physical Environment	Procedural Issues	Staff	Treatment
Percentage of issues raised	22%	10%	6%	2%	9%	23%	28%
Number of issues raised in each subject	19	9	5	2	8	20	23

#### 2.1.6 Alternative Dispute Resolution:

There were no complaints during the year which met the need for Alternative Dispute Resolution. NHS Orkney is aware of the services provided by the Scottish Mediation Service and has used it in the past.

#### 2.1.7 Engagement with Complainants Policy

At times NHS Orkney must review a complainant in line with the Engagement with Complainants policy. This happens when it is considered that there is nothing further that can reasonably be done to assist complainants or to rectify a real or perceived problem. Where this is the case and further communications would place inappropriate demands on NHS staff and resources, consideration may need to be given to classify the person, behaviours or actions as unacceptable.

There were no occasions where NHS Orkney had to refer and act in line with the policy during this complaints year.

#### 2.1.8 Complaint process experience

NHS Orkney have been unable to undertake this year's survey of complainant's process experience.

#### 2.1.9 Care Opinion

NHS Orkney formally entered into full subscription with Care Opinion early in the 2024/25 year. Working with Maternity, Dialysis and Radiology services, we have promoted Care Opinion to our patients and sought feedback. Regrettably this has not produced any feedback however these teams are now established within the Care Opinion site to respond to any stories regarding their services.

Three stories relating to NHS Orkney services were received. Two stories were complimentary and one which highlighted a poorer experience.

### 2.2 Family Health Services (not including salaried GPs/Dentists):

<b>NHS Board Managed Primary Care services;</b>	
General Practitioner	<b>7</b>
Dental	<b>n/a</b>
Ophthalmic	<b>n/a</b>
Pharmacy	<b>n/a</b>
<b>Independent Contractors - Primary Care services;</b>	
General Practitioner	<b>26</b>
Dental	<b>2</b>
Ophthalmic	<b>1</b>
Pharmacy	<b>1</b>
<b>Total of Primary Care Services complaints</b>	<b>37</b>

Primary Care Services complaints have also reduced this year from 77 in 2022/2023, 63 in 2023/24 to 37 in the current reporting year.

GP Practices routinely contact the Patient Experience Officer for help and support in dealing with complaints.

Primary Care service providers are independent contractors who are contracted by the NHS Board to provide NHS health services. However, Boards are required by law to ensure that each of their service providers have adequate arrangements in place for handling and responding to patient feedback and comments, concerns and complaints.

NHS Orkney handle complaints made about the Salaried GP's and Board Administered Practices. Our figures show seven complaints were made during the year.

### 2.3 Other NHS Organisations:

NHS Orkney also receive and pass on complaints to NHS Grampian, Scottish Ambulance Service and NHS24. We recorded five complaints which were passed on to other organisations via our Feedback team.

### 2.4 MSP / MP - Constituents' Concerns Raised:

There are occasions when patients contact their MSP/MP in the first instance to make a complaint, raise a concern or enquiry. During the period 1<sup>st</sup> April 2024 – 31<sup>st</sup> March 2025, the Chief Executive received many written expressions of concern or complaint which sought address through a MSP. Patients are more frequently raising issues through their MSP. The following table offers a few examples of the issues raised and the outcome.

Issue	Outcome
Postal Delays	NHS Orkney were able to confirm contingencies were in place to ensure patients in the areas affected were contacted by telephone to confirm appointments had been received.
Waiting times	A number of enquires were received regarding orthopaedic, ophthalmic and chronic pain services waiting times. NHS Orkney were able to provide advice and information in each case.
Patient Travel	NHS Orkney were able to assist with a number of enquiries regarding travel to other healthcare centres and ensure the patient and their escorts were given correct and helpful information.

### 2.5 Patient Advice and Support Service (PASS):



PASS offer advice and support for all NHS users and can help patients if they have any comments or complaints about any aspect of the health service. The Patient Experience Officer provides information on the service to complainants so that they may use the service if they feel unable to raise concerns themselves.

Unfortunately, the number of clients and contacts supported by PASS during 2024/25 is not available at the time of writing this report. We can report that we received four complaints from the service on behalf of patients.

### 2.6 Scottish Public Services Ombudsman (SPSO):

During the year 2024/25, The Scottish Public Services Ombudsman received five complaints from Orkney patients who were unhappy with the response received from NHS Orkney.

	Complaint	Outcome
Case 1	NHS Orkney failed to: a) Provide reasonable care and treatment in The Balfour Hospital	SPSO assessed this complaint and took the decision not to progress to investigation stage as the complaint was timebarred.
Case 2	NHS Orkney failed to:	SPSO assessed this complaint and took the

	a) To comply with Equality Law	decision not to progress to investigation stage as the complaint did not satisfy SPSO legislation for investigation.
Case 3	NHS Orkney failed to: a) Provide reasonable care and treatment following an injury.	SPSO assessed this complaint and took the decision not to progress to investigation stage. They viewed NHS Orkney's response to be satisfactory and supported by evidence.
Case 4	NHS Orkney failed to: a) Provide reasonable care and treatment to a patient. b) Reasonably handle a complaint c) Reasonably handle a SAER d) Provide a response to a complaint	Under investigation – no outcome at date of report.
Case 5	NHS Orkney failed to: a) Provide reasonable care and treatment following a cancer diagnosis.	Under investigation – no outcome at date of report.

## 2.7 Compliments

As with previous years, NHS Orkney receives a significant number of compliments. These are predominantly sent to our wards and departments in the forms of letters, cards, flowers, chocolates and biscuits.

NHS Orkney do receive a number of compliments directly which we record and send on to the relevant staff members or area.

Here's a selection of what our patients have told us:

Thank you so much.  
To All the staff that  
looked after me  
lots of  
Love

Thank you very much for the dental x-ray. I would like to thank you again for your help, kindness and willingness to help. You were very nice and I felt in good hands. Now I can continue to enjoy my vacation, explore Orkney and then continue to travel around Scotland. Thank you very much for everything to the ladies at reception, the doctor's [dental] assistant and the doctor [dentist].

I was a patient in the Balfour last week and I am writing to tell you how extremely impressed I was with the level of care I received, the efficient way in which everything was done to help me, and especially with the kindness of all the staff with whom I came into contact.

Many thanks to you  
all for your kindness &  
diligence in looking after  
Dad - ... during  
his stay. Much appreciated

Please thank all the staff  
on duty this morning at  
A&E. They made a  
potentially frightening  
visit very calm.  
Thanks to all,

## Section 3

### The culture, including staff training and development

At NHS Orkney we pride ourselves in delivering high quality care and we will ensure all our patients are treated with dignity and respect whilst ensuring we deliver excellence and professionalism in all that we do.

#### *Our patients can expect:*

- to be treated with dignity and respect
- for us to show compassion by taking the time to listen, to talk and do the things that matter to them
- to receive high quality patient care and when they don't, we will listen and act on feedback so we can learn, improve and do better next time
- for us to be consistent and reliable and do what we say we will
- us to work with patients and their family (carers) and our colleagues so that we put their needs first
- for us to communicate (as individuals, teams and as an organisation) effectively, keeping them informed and involved and providing explanation if something has not happened

- 3.1 It is considered the continuing good relationship between PASS and NHS Orkney is vital to ensuring patients are given as much advice and support as possible in a cohesive, co-ordinated fashion whilst remaining aware that PASS is an independent service.
- 3.2 Our online training is now hosted fully by Turas and the Patient Experience Officer has encouraged those who express an interest, to undertake the non-mandatory training. This can now be found in the Clinical Governance section of the Turas learning platform.
- 3.3 The Patient Experience Officer is available to carry out informal training for any team who wishes help with complaint handling, investigating or learning from complaints.

- 3.4 The following table indicates the number of staff who have completed the online training modules during this financial year. It should be noted that these modules are not mandatory required training and therefore numbers are low:

Module	Staff Completion Numbers
Module 1 - Value of feedback	10
Module 2 - Encouraging effective feedback	7
Module 3 - Complaints and feedback process	8
Module 4 - The Value of Apology	8
Module 5 - Managing difficult behaviour	6
Complaints investigation skills	3

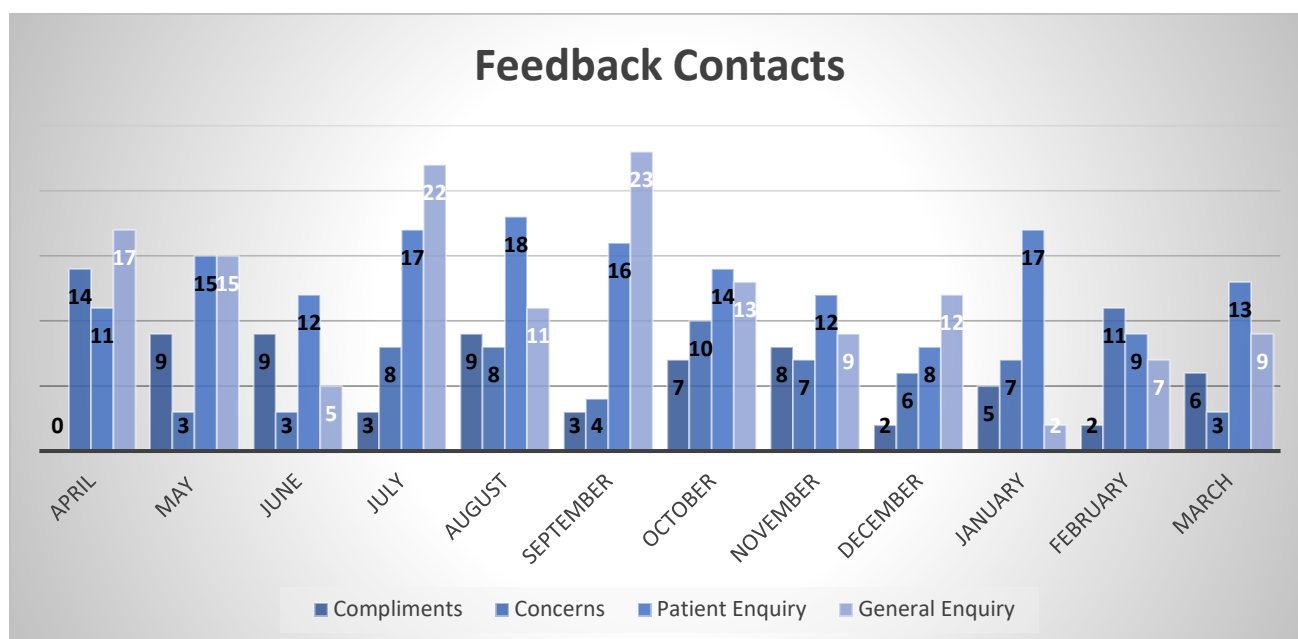
## Section 4

### Improvements to Services

- 4.1 When any aspect of a complaint is upheld, the service identifies what improvements can be made. We continue to use our Complaints Reporting Template which provides an opportunity for staff to clearly identify actions, improvements and recommendations.
- 4.2 The following are some examples of improvements made over the last year:

Issue Raised	Findings	Outcome
Escort Travel Policy was not clear and patients were confused by the process	Public communication regarding the change in process had not been undertaken	Communication improved and updates provided on social media and the local press
Patient room was not cleaned as frequently as expected	Some domestic services had not been provided as expected.	Highlighted with Senior Charge Nurse and raised at team meeting
Out of Hours GP consultation sheet was not passed to GP in a timely manner	Patient was seen by OOH GP however consultation sheet had not been entered onto GP/OOH electronic patient record	Process reviewed to ensure a similar event did not occur and all OOH GPs made aware.
Patient's dental appointments were cancelled at short notice and next appointment was also cancelled	Due to staff shortages, dental appointments were cancelled at short notice.	Dental team acknowledged contingency required and patient was given another appointment with a different clinician.

- 4.3 Informal feedback and concerns are logged and recorded by the Patient Experience Officer and are reported quarterly to the Clinical Quality Group. We received in excess of 450 recorded patient contacts requiring response during 2024/25. Actions and improvements are acted on at time of receipt.



- 4.4 As mentioned above, all complaints reported at the Clinical Quality Group as part of the Safety, Quality and Experience Report which ensures the Clinical Directors are sighted on incidents, complaints and emerging issues.
- 4.5 Any improvements, actions or changes that are identified through the complaints process, either formally or informally, are shared with the complainant in our response. An apology is given regardless of the outcome.

## Section 5

### Accountability and Governance

- 5.1 NHS Orkney report complaint performance to the Clinical Quality Group as part of their quarterly Safety, Quality and Experience Performance Report. This includes information on incidents and Significant Adverse Event Reviews (SAERs), allowing correlation of incidents, SAERs and complaints where appropriate.
- 5.2 NHS Orkney Board members receive updates through the Joint Clinical and Care Governance Chairs report and receive the Annual Report. Quarterly reporting on KPI's for complaints is also included as part of the Integrated Performance Report to the NHS Orkney Board and to the Joint Clinical and Care Governance Committee.
- 5.3 A complaints update is shared with Executive Directors on a weekly basis.
- 5.4 Complaint investigations are undertaken by Lead Officers, supported by their direct manager on the Senior Management Team. Once complete, investigations are reviewed and signed off by the Medical Director or Director of Nursing, AHP's and Chief Officer for Acute Services before being submitted to the Chief Executive for final approval.



## Section 6

### Person-Centred Health and Care

Person-Centred Health and Care is at the heart of all our services within NHS Orkney. It is recognised that, to achieve this, we need to work at many different levels and with the wider community in which we live. The following are some examples of different work that has been carried out with involvement of, or by, NHS Orkney staff.

#### 6.1 School Health Feedback Survey

The School Health service undertook a service survey during 2024/25 asking their families for feedback on what worked well and seeking views on how they could improve the health promotions sessions provided to pupils at secondary school.

76% of those asked enjoyed the sessions and 79% felt they learned something. Positive comments included that the staff member presenting was well prepared and engaging. Comments regarding what could have been done differently was that the session could have been more interactive however, overall the feedback was helpful and constructive.

#### 6.2 Improving the Cancer Journey

We launched our new service, Improving the Cancer Journey (ICJ), in partnership with Macmillan Cancer Support which aims to support everyone living in Orkney affected by cancer with their non-clinical needs, this is in addition to all of the existing clinical support provided.

The ICJ service supports people with accessing services for their non-clinical needs, support may include:

- Discussing with local teams that can help with money or housing worries and benefits
- Caring or work responsibilities
- Connecting with those that can support with addressing physical concerns
- Accessing complimentary therapies
- Helping with emotional concerns, connecting with wellbeing support and services
- Accessing information to answer questions or concerns about cancer and treatment

#### 6.7 Service Spotlight



Dental provision was the first service to be included and we have since updated on other services, for example Community Nursing.

We launched a new feature "Working together to improve Orkney's Health and Wellbeing"

This featured a regular series of patient information updates to put the spotlight on clinical services at NHS Orkney. As an organisation, we wanted to share with the community and be open and transparent about how we are addressing the challenges we face in supporting our patients.





## 6.2 Capsule Sponge Endoscopy



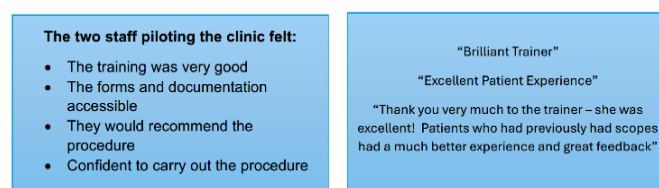
NHS Orkney introduced our first Capsule Sponge Endoscopy clinic in February 2025.

Patients who met the criteria following a diagnosis of persistent heartburn or because they have Barrett's oesophagus were referred for the procedure.

Eight patients were seen in the February clinic which reduced the number of surgical gastroscopies required and vastly improved the patient's experience. 100% of the patients fed back positively about the experience and that they felt little to no discomfort and that this was much preferred to a gastroscopy.

Clinics will continue to take place reducing the waiting times for those patients who may have had to wait longer for a gastroscopy appointment.

### What our Staff told us:



## 6.4 What Matters to You Day – 6 June 2024

To celebrate "what matters to you day" we caught up with various staff across NHS Orkney to ask what matters to them.

The "what matters to you" question can be asked in many different ways, for example:

- What are the things that are important to you at the moment?
- What are some of the things you would like to achieve as a result of this support?
- When you have a good day, what are the things that make it good?



## 6.5 National Smile Month

Our Oral Health Team were delighted to receive some very special smiles from our friends at the Strynd Nursery, and from residents at Smiddybrae House as part of National Smile Month.



## 6.6 Wellness Event

NHS Orkney again held a Wellness Event in September 2023. A range of information, stalls, classes and organisations attended on the day for both staff and patients to enjoy. We also asked one of our local primary schools to help brighten up the day and were lucky enough to have some very colourful and brilliantly artistic bunting!

