Leading quality in the Highlands

GAVIN Hookway is a man on a mission to further improve waiting times and patient care.

The Senior Quality Improvement Lead in NHS Highland was the obvious choice for this year’s Quality Champion of the Year Award.

The NHS Board believes that it is thanks to Gavin’s hard work that it has driven down adult and children waiting times for mental healthcare, discharged more patients on time and enhanced the quality of person-centred care delivered.

Gavin has taken the lead in developing the Highland Quality Approach, which aims to ensure that everyone who experiences health and social care in NHS Highland gets the right care, in the right place, at the right time and that waste, harm and variation from other systems is eradicated.

He has worked to increase the knowledge and awareness of skills of front-line staff managers and leaders to adopt a whole systems quality approach based on the Toyota Production System and adapted by Virginia Mason in USA.

Gavin has translated this methodology to several cohorts of leaders within NHS Highland in a way that reflects the local context and is meaningful to them.

He provided the required mentorship and support as they lead improvements across a range of services. His patience, understanding and support are among the reasons for his success.

Gavin works with staff across all levels of the organisation to influence thinking and change from the Chief Executive to hospital porters and across professional groups. He has led and supported a huge range of process improvement work across all parts of NHS Highland, from the Isle of Bute to Caithness and everywhere in between.

His focus has included community mental health, Child and Adolescent Mental Health Services (CAMHS), endoscopy, COPD, cardiac, community care assessment and musculoskeletal services among many others.

Gavin’s work has achieved significant benefits for patients and staff. These include a reduction in waiting times for community health services in Lochgilphead, CAMHS in Inverness and community care assessment on the Isle of Bute.

It’s also seen a reduction in length of stay in hospital for people with COPD and improved access and quality of experience of endoscopy services.

GAVIN Hookway is a man on a mission to further improve waiting times and patient care.

THE WAIT IS OVER... Gavin Hookway, who has helped cut waiting times, receives his award from Dr Denise Coia.

Creating a healthier Scotland

WHAT MATTERS TO YOU?

The Scottish Government is encouraging you to have your say on what a healthier Scotland should look like in the next 10 to 15 years. A national conversation on improving the health of the population and the future of health and social care services in Scotland is happening now. To find out how you can join the conversation:

Visit www.healthier.scot
Sign up to our Facebook page www.facebook.com/healthier.scot
Or email us at healthier@gov.scot

Healthier Scotland Team, The Scottish Government, GW II, St Andrew’s House, Regent Road, Edinburgh EH1 3DG

The Scottish Government is encouraging you to have your say on what a healthier Scotland should look like in the next 10 to 15 years. A national conversation on improving the health of the population and the future of health and social care services in Scotland is happening now. To find out how you can join the conversation:

Visit www.healthier.scot
Sign up to our Facebook page www.facebook.com/healthier.scot
Or email us at healthier@gov.scot

Healthier Scotland Team, The Scottish Government, GW II, St Andrew’s House, Regent Road, Edinburgh EH1 3DG