

<b>High-level Aim</b>	<b>NHSH will collaborate with education providers to create Gaelic routes to qualifications in related health and social care in appropriate areas.</b>
<b>Proposed Outcome</b>	There will be pathways available for those wishing to enter the Health and Social Care sector with Gaelic.
<b>Current Practice</b>	There are currently no health or social care courses being run specifically for Gaelic speakers.
<b>Actions Required</b>	<ol style="list-style-type: none"> <li>1. Collaborate with SDS about developing a Health and/or Social Care module/qualification for Gaelic speakers.</li> <li>2. Identify and establish a network of Gaelic-speaking carers across specific areas to create cohorts who might be interested in piloting such a course.</li> <li>3. Work with Care Homes to establish an increased presence of Gaelic for their residents and a plan to provide Gaelic music, interaction, videos.</li> <li>4. Work with Sabhal Mòr Ostaig as the education provider, to develop</li> </ol>
<b>Target Date</b>	Course pilot up and running for 2026
<b>Responsibility</b>	Gareth Adkins, Director of People and Culture

#### PROMOTING A POSITIVE IMAGE OF GAELIC

<b>High-level Aim</b>	<b>Gaelic will be included as part of NHSH's vision and strategy.</b>
<b>Proposed Outcome</b>	NHS Highland will be recognised as an organisation where Gaelic is used on a day-to-day basis.
<b>Current Practice</b>	There is an increasing awareness and engagement within the organisation, in addition to a higher level of current Gaelic learners undertaking classes. Gaelic has now been introduced as an embedded part of our 5-year strategy and is being discussed in terms of communications, recruitment, and other areas. Internal communications for all employees now regularly feature a Gaelic article or video.
<b>Actions Required</b>	<ol style="list-style-type: none"> <li>1. Recruit a Gaelic-speaking member of the Communications team or create a partnership whereby bilingual communications will be possible, as required.</li> <li>2. Enhance the visibility of Gaelic within the organisation and our plans, making full use of the new website and Gaelic intranet site.</li> <li>3. Increase the number of opportunities being made available to staff, patients, and the public bilingually.</li> <li>4. Increase visibility of Gaelic across the organisation</li> <li>5. Use social media to engage in a wider Gaelic audience e.g., Instagram account specifically for Gaelic health and social care content</li> </ol>
<b>Target Date</b>	Ongoing, website complete by Dec 2024, Comms team member as required
<b>Responsibility</b>	Ruth Fry, Head of Communications

## Corporate Service Aims

STATUS.

<b>Desired Outcome</b>	<b>Logo and brand</b> Render the corporate logo and branding in both Gaelic and English at the first opportunity and as part of any renewal process. The logo should demonstrate equal prominence for both languages.
<b>Current Practice</b>	To date, NHS Scotland have not sanctioned this, and the Board has raised it at Director-General level and with the Health Secretary.
<b>Actions Required</b>	1. Secure permission from NHS Scotland by lobbying at senior levels.
<b>Target Date</b>	December 2023
<b>Responsibility</b>	Chair of Board, Chief Executive and Head of Communications & Engagement

<b>Desired Outcome</b>	<b>Signage</b> Prominent signage will include Gaelic and English as part of any renewal process.
<b>Current Practice</b>	All new capital development signage across NHS Highland is produced bilingually, with recent examples including Broadford Hospital and Badenoch & Strathspey Hospital.
<b>Actions Required</b>	<ol style="list-style-type: none"> <li>1. Continued practice to ensure all parties are aware of this from the early planning stages.</li> <li>2. All vehicle livery to include the new bilingual signage on a renew and replace basis.</li> <li>3. Collaborate with NHS Eileanan Siar (Western Isles) to build upon the current database of Gaelic vocabulary to ensure consistency and agree any dialectical variation.</li> <li>4. Rewrite NHS Highland Gaelic policy to include reference to Estates signage</li> </ol>
<b>Target Date</b>	December 25
<b>Responsibility</b>	Head of Estates, Head of Communications

## COMMUNICATING WITH THE PUBLIC

<b>Desired Outcome</b>	<b>Promotion</b> Positive message that communication from the public in Gaelic is always welcome.
<b>Current Practice</b>	Gaelic feedback is welcomed and this is stated online.
<b>Actions Required</b>	<ol style="list-style-type: none"> <li>1. Proactive and positive messaging in social media stating that Gaelic is welcome. Training and procedures for staff to deal with correspondence received in Gaelic.</li> <li>2. Collaborate with other public organisations to research best practice in this area, in terms of dealing with the requests given many staff do not have Gaelic.</li> <li>3. Bilingual events within communities where appropriate.</li> </ol>
<b>Target Date</b>	December 2024
<b>Responsibility</b>	Head of Communications, Director of People and Culture

<b>Desired Outcome</b>	<b>Written Communication</b> Written communication in Gaelic is always accepted (post, email, and social media) and replies will be provided in Gaelic in accordance with the general policy.
<b>Current Practice</b>	This is already made clear on the NHS Highland website and there is a Gaelic email address for any Gaelic correspondence which is staffed and redirected, as appropriate.
<b>Actions Required</b>	<ol style="list-style-type: none"> <li>1. Continue to promote the availability of Gaelic communication.</li> <li>2. Our complaints and comments forms are bilingual and available on the website.</li> <li>3. Increased visibility in email signatures.</li> <li>4. Our automatically generated text such as email disclaimers will be bilingual.</li> <li>5. The #cleachdi image is promoted regularly and staff with Gaelic will be encouraged to use it.</li> <li>6. You can write to us here in English or Gaelic” will be made more visible on the “Contact Us” page.</li> </ol>
<b>Target Date</b>	Already in place, so continuously monitor and record volume of requests
<b>Responsibility</b>	Mirian Morrison, Clinical Governance Development Manager

<b>Desired Outcome</b>	<b>Reception and phone</b> Where Gaelic speaking staff can provide this service, they are supported to do so, and the service is promoted to the public.
<b>Current Practice</b>	There are some Gaelic-speaking staff at receptions in surgeries across the area but there is no formal network or forum for them.
<b>Actions Required</b>	<ol style="list-style-type: none"> <li>1. Provide support and offer training to all reception staff to answer the phone in Gaelic.</li> <li>2. To support staff in responding to users when they do not have the skills to continue in Gaelic.</li> <li>3. Encourage Gaelic speaking staff to use their Gaelic confidently by providing videos around appropriate usage.</li> <li>4. Create a cohort of Gaelic-speaking surgery and reception staff to share ideas</li> </ol>
<b>Target Date</b>	June 2024
<b>Responsibility</b>	Jennifer Swanson, Head of Talent

<b>Desired Outcome</b>	<b>Public meetings</b> Opportunities to hold public meetings bilingually or in Gaelic are regularly explored and promoted.
<b>Current Practice</b>	Bilingual meetings have been held, where appropriate, including Broadford Hospital planning and the consultation on the third iteration of the NHS Highland Gaelic Plan.
<b>Actions Required</b>	<ol style="list-style-type: none"> <li>1. Planned events to be considered bilingual at an early stage through collaboration with the Communication and Engagement Team.</li> <li>2. Increased number of meetings held bilingually</li> </ol>

<b>Target Date</b>	December 24
<b>Responsibility</b>	Ruth Fry, Head of Communications and Engagement

## INFORMATION

<b>Desired Outcome</b>	<b>News releases</b> High profile news releases and all news releases related to Gaelic are circulated in both Gaelic and English.
<b>Current Practice</b>	News releases have been circulated in specific areas, but wider circulation of bilingual press releases will be implemented.
<b>Actions Required</b>	1. Year-on-year increase in bilingual press releases in additional areas to include Oban and the Isles, Skye, Raasay and Wester Ross, recognising that press releases are becoming much less frequent.
<b>Target Date</b>	Ongoing with annual reporting
<b>Responsibility</b>	Ruth Fry, Head of Communications and Engagement

<b>Desired Outcome</b>	<b>Social Media</b> Gaelic content distributed regularly through social media, guided by the level of
<b>Current Practice</b>	There has been little social media activity in Gaelic to date
<b>Actions Required</b>	<ol style="list-style-type: none"> <li>1. Create a Gaelic social media space for NHS Highland on Instagram, targeting a younger audience.</li> <li>2. Create a plan for bilingual social media postings and campaigns in conjunction with the Communications &amp; Engagement Team.</li> <li>3. Work towards securing the services of, or employing, a Gaelic speaking communications assistant.</li> <li>4. Create 30 bilingual online posts a year, to include various types of footage e.g. posts, case study, video</li> </ol>
<b>Target Date</b>	July 24
<b>Responsibility</b>	Ruth Fry, Head of Communications and Engagement

<b>Desired Outcome</b>	<b>Website</b> Gaelic content should be available on the public authority's website, with emphasis given to the pages with the highest potential reach.
<b>Current Practice</b>	There is little mention of Gaelic currently on the old website other than an invitation to the public to contact the organisation in Gaelic and some bilingual forms.
<b>Actions Required</b>	1. Agree a plan for the new website which creates an appropriate amount of Gaelic to include most prominent pages, menus, and a section dedicated to Gaelic.
<b>Target Date</b>	July 24
<b>Responsibility</b>	Ruth Fry, Head of Communications and Engagement

<b>Desired Outcome</b>	<b>Corporate Publications</b> Produced in Gaelic and English with priority given to those with the highest potential reach.
<b>Current Practice</b>	There has been some Gaelic included in corporate documentation such as the Together We Care – Cùram Còmhla, Leatsa, Dhutsa – 5-year strategy document. However, consideration around Gaelic at the planning stages has yet to be embedded.
<b>Actions Required</b>	Approve a policy around bilingual corporate publications stating when, why and how often this will be appropriate. This policy will be based on the principle of equal respect for Gaelic and English.
<b>Target Date</b>	May 24
<b>Responsibility</b>	Ruth Fry, Head of Communications and Engagement

<b>Desired Outcome</b>	<b>Language utility</b> A process is in place to ensure that the quality and accessibility of Gaelic language in all corporate information is high.
<b>Current Practice</b>	Official translations are already arranged via professional organisations to ensure correct Gaelic. Ainmean Àitean na h-Alba is used as a reference tool for place names and translations use the most recent version of the Gaelic Orthographic Conventions. Where there is a local form used, this is applied consistently.
<b>Actions Required</b>	1. Continue to ensure consistency and high-standard translation.
<b>Target Date</b>	Already in place and continuing.
<b>Responsibility</b>	Ruth Fry, Head of Communications and Engagement

<b>Desired Outcome</b>	<b>Exhibitions</b> Opportunities to deliver public exhibitions bilingually or in Gaelic should be explored on a regular basis with priority given to those with the highest potential impact.
<b>Current Practice</b>	There are not specific exhibitions, but public meetings, conferences and careers fairs are currently held in English only.
<b>Actions Required</b>	1. Include Gaelic as part of the planning process for appropriate key events such as the Festival of Remote and Rural Learning or National Dementia Week, where Gaelic has a specific connection to the event/topic. 2. Ensure there are Gaelic opportunities fed into recruitment, careers, and succession planning strategies for events.
<b>Target Date</b>	December 24
<b>Responsibility</b>	Jennifer Swanson, Head of Talent Ruth Fry, Head of Communications and Engagement

## STAFF

<b>Desired Outcome</b>	<b>Internal audit</b> Conduct an internal audit of Gaelic skills and training needs through the life of each plan.
<b>Current Practice</b>	The previous survey was carried out during the 2nd edition of the plan and a new survey was issued in September 2022.
<b>Actions Required</b>	1. Carry out at least one additional audit during the lifecycle of the plan. 2. Add “ability to speak Gaelic” to forms for new employees so that the data can easily be captured and used for organisational development purposes and reporting to <i>Bòrd na Gàidhlig</i> .
<b>Target Date</b>	Dec 25 (for the second audit of this plan).
<b>Responsibility</b>	Gareth Adkins, Director People and Culture

<b>Desired Outcome</b>	<b>Induction</b> Knowledge of the public authority’s Gaelic language plan included in new staff inductions.
<b>Current Practice</b>	There is currently a reference made to the Gaelic Language plan in induction materials. There is also reference to the Gaelic Awareness module for all new and current staff.
<b>Actions Required</b>	1. Ensure that there is a link in the induction which takes new employees straight to the Gaelic Plan on the NESH intranet. 2. Create a list of handy phrases in Gaelic on the NESH intranet.
<b>Target Date</b>	Dec 23
<b>Responsibility</b>	Gareth Adkins, Director People and Culture

<b>Desired Outcome</b>	<b>Language training</b> Gaelic language skills training and development offered to staff, particularly in relation to implementing the public authority’s Gaelic language plan.
<b>Current Practice</b>	Gaelic classes are up and running and there are around twenty staff currently receiving Gaelic classes as employees of NESH through active collaborations with The Highland Council and Ionad Chalum Chille, the Gaelic Centre on Islay.
<b>Actions Required</b>	1. Develop clear pathways for staff learning Gaelic. 2. Collaborate with Sabhal Mar Ostaig, the National Centre for Gaelic Language and Culture, on specific training needs and CPD. 3. Promote the Gaelic workplace courses available via the University of Aberdeen.
<b>Target Date</b>	Dec 24.
<b>Responsibility</b>	Gareth Adkins, Director People and Culture

<b>Desired Outcome</b>	<b>Awareness training</b> Gaelic awareness training offered to staff, with priority given to directors, board members and staff dealing directly with the public.
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<b>Current Practice</b>	A Gaelic Awareness module has been added to the NHS Highland induction modules, which is available for all staff.
<b>Actions Required</b>	1. Further communication about the module and active encouragement from Team Leaders for new starts to complete the training. 2. Add the Gaelic Awareness modules to Board inductions and training plans.
<b>Target Date</b>	Dec 2023.
<b>Responsibility</b>	Gareth Adkins, Director of People and Culture Ruth Daly, Board Secretary

<b>Desired Outcome</b>	<p><b>Recruitment</b></p> <p>Recognising and respecting Gaelic skills within the recruitment process throughout the public authority.</p> <p>Gaelic is named as an essential and / or desirable skill in job descriptions to deliver the Gaelic language plan and in accordance with the Bard na Gàidhlig recruitment advice.</p> <p>Bilingual or Gaelic only job adverts for all posts where Gaelic is an essential skill.</p>
<b>Current Practice</b>	Gaelic is already listed as a desirable skill for the Web Manager post. However, there are currently no Gaelic essential jobs, Adverts are being provided bilingually in the Skye, Raasay and Wester Ross areas.
<b>Actions Required</b>	1. Gaelic will be included as a desirable skill in all posts within the Oban and the Isles, Skye, Wester Ross and Raasay areas. 2. Continue to provide bilingual adverts in these areas.
	3. Gaelic will be added as an essential skill for the Gaelic communications team member. 4. NHS Highland welcomes applications from Gaelic speakers” will be added to all NESH job adverts.
<b>Target Date</b>	Dec 2024
<b>Responsibility</b>	Jennifer Swanson, Head of Talent

## GAELIC LANGUAGE CORPUS

<b>Desired Outcome</b>	<b>Gaelic Orthographic Conventions</b> The most recent Gaelic Orthographic Conventions (GOC3) will be followed in relation to all written materials produced by the public authority.
<b>Current Practice</b>	Complete and ongoing.
<b>Actions Required</b>	1. Continue to use suitably qualified translators who adhere to GOC 3.
<b>Target Date</b>	Ongoing.
<b>Responsibility</b>	Ruth Fry, Head of Communications and Engagement

<b>Desired Outcome</b>	<b>Placenames</b> Gaelic place name advice from Ainmean-Àite na h-Alba is sought and used.
<b>Current Practice</b>	Placenames are already being used in line with the Ainmean-Àite na h-Alba database. Where names are unavailable, suitable qualified translators maintain quality.
<b>Actions Required</b>	1. Continue current practice. 2. Build on the current database of placenames, building and location names for reference
<b>Target Date</b>	Ongoing.
<b>Responsibility</b>	Alan Wilson, Head of Estates, Ruth Fry, Head of Communications

## 5. CEANGLAICHEAN RI FRÈAMAN COILEANAIDH NÀISEANTA – LINKS TO THE NATIONAL PERFORMANCE FRAMEWORK

We fully support the Scottish Government's national outcomes and ensure our work contributes to:

- opportunities for all
- increased wellbeing of people living in Scotland
- sustainable and inclusive growth
- reduced inequalities and equal importance to economic, environmental, and social progress

Our own recently approved 5-year strategy, **Together We Care – Cùram Còmhla**, includes twenty outcomes (NHS) and additional commitments, which fit within the Scottish Government's national outcomes (SG). The aims and outcomes listed in Section 3 demonstrate how NHS Highlands contribution to the National Gaelic Plan are in line with these wider outcomes.

## 6. CEANGLAICHEAN RI FRÈAMAN IONADAIL AGUS SGÈREIL – LINKS TO LOCAL AND REGIONAL FRAMEWORK

### Highland Health & Social Care Partnership (Lead Agency Model)

The Highland Partnership (HSCP) covers the Highland Council area. The population is broadly equally divided across urban areas, small towns, rural areas, and very rural areas. Outside Inverness and the Inner Moray Firth, there are a number of key settlements around the area including Wick and Thurso in the far north, Fort William in the Southwest, Skye in the West, Aviemore in the South, and Nairn in the East.

These areas function as local service centres for the extensive rural areas which make up most of the region. NHS Highland is the Lead Agency for Integrated Health and Social care for Adults, while The Highland Council is the lead agency for Integrated Health and Social care for Children.

There are four coterminous managerial areas for NHS Highland and The Highland Council children's services, and there are nine local Community Planning Partnerships. The governance of the partnership is managed by the Joint Monitoring Committee which consists of the two lead agencies, representatives from the Third Sector, Independent partners, service users and carers. These partners are represented in strategic planning and governance processes.

Gaelic Language Plans are owned by many of the representatives on the Community Planning Partnerships and provide opportunities to work on Gaelic developments in a collaborative way. Recent examples include the joint classes for The Highland Council and NHS Highland employees wishing to learn or improve their Gaelic language skills. Another example includes the sharing of the Gaelic Awareness Raising modules for NHS Highland staff, through collaboration with the Scottish Fire and Rescue Service.

### Argyll & Bute Health and Social Care Partnership (Integration Joint Board)

Argyll & Bute Integration Joint Board (IJB) is the public body that has strategic oversight and direction of the integrated services across Argyll and Bute. Through the Health and Social Care Partnership (HSCP), NHS Highland ensures the safe and effective delivery of the healthcare services in partnership with the Council Social Care Services. This too is supported by a partnership integration scheme determining the partnership agreements.

All NHS Services are delegated to the Argyll & Bute IJB

The area is divided into four localities:

- Oban, Lorn and the Isles (including Lorn and Islands Rural General Hospital in Oban)
- Mid Argyll, Kintyre, and Islay
- Cowal and Bute,
- Helensburgh and Lomond

Argyll and Bute HSCP also manages its own corporate services. Argyll and Bute IJB has approved, in May 2022, a 3-year Joint Strategic Plan and Joint Strategic Commissioning Strategy which establishes the vision, strategic objectives and priorities setting out the strategic direction for how health and social care services will be shaped in the coming years. There are a number of areas where Argyll & Bute IJB works with NHS Highland collaboratively and these are detailed and planned each year as part of our Annual Delivery Plan.

A recent example of collaboration with local partners is the development of a range of Gaelic classes with the Gaelic Centre on Islay, as an online learning resource for staff across the two Boards.

## 7. FOILLSEACHADH – PUBLICATION

### INTERNAL

The Gaelic Plan has been re-introduced over a period of months in the Weekly Round-up internal communication, which goes out to all staff. In addition, there are Teams channels for Gaelic Matters and a fresh staff intranet site specifically for Gaelic information. The Gaelic Plan has also been added to the induction for staff with reference being made to the Gaelic Awareness Module, which sits within TURAS, our eLearning platform. Specific areas within the Gaelic Plan will be highlighted according to the work being implemented. Minutes of the Gaelic Implementation Group will also be available on the staff intranet Gaelic pages and the Group will be officially reformed upon approval of this plan.

### EXTERNAL

Our Gaelic Language Plan will be published in Gaelic and in English on our website.

In addition, we will: -

- issue a bilingual press release announcing the plan.
- publicise the plan through a variety of social media platforms.
- distribute digital copies to arms-length organisations and other third-party organisations, explaining their role in the delivery of the plan.
- distribute digital copies of the plan to key stakeholders in the public, private and third sectors.
- distribute digital copies of the plan to relevant Gaelic organisations and other interested bodies.
- make hard copies available on request

## 8 A' CUR AN GNÌOMH A' PHLANA – RESOURCING THE PLAN

The plan will primarily be delivered from within existing resources through budgets such as Estates, Communications & Engagement and Staff Development. Any services that translators provide will be delivered in the same way as any other translation services. Many actions are low cost or no cost but will have some staff and management time implications.

## 9. A' CUMAIL SÙIL AIR A' PHLANA – MONITORING THE PLAN

The Gaelic Implementation Group will prepare an annual progress report for the Board, which will be submitted annually to Bòrd na Gàidhlig.

## 10. AM PLANA TAOBH A-STAIGH NHS NA GAIDHEALTACHD – THE GAELIC LANGUAGE PLAN WITHIN NHS HIGHLAND

### Overall responsibility for the plan

The Board and the Executive Directors have endorsed this edition of the Plan. Ultimate responsibility for ensuring this Plan is delivered lies with the NHS Highland Chief Executive; currently Pamela Dudek. The senior officer with operational responsibility for overseeing preparation, delivery and monitoring of our Gaelic Language Plan is the Director of People and Culture, currently Gareth Adkins. Support with implementation and delivery is currently being provided by a Gaelic support contractor. Staff are informed of their duties via internal communications, meetings, and conversations with line managers. Questions in relation to the plan should be emailed to the dedicated Gaelic inbox, in the first instance, [nhsh.gaelic@nhs.scot](mailto:nhsh.gaelic@nhs.scot)

### Gaelic Language Plan Implementation and Monitoring Group

The Gaelic Implementation Group is being re-established upon the approval of this edition of the plan and will have a focus on managing the progress and implementation of the Gaelic Language Plan. The remit and membership of the group will be as follows:

#### Remit

The Gaelic Language Plan Implementation Group is the key forum for oversight and monitoring of NHS Highland's Gaelic Language Plan and any additional and Gaelic-related activity.

#### Terms of Reference

- To monitor the development and implementation of the NHS Highland Gaelic Language Plan.
- To report to the NHS Highland Board and to Bòrd na Gàidhlig, on their behalf, annually and as requested.
- To have oversight of Gaelic Language focused activity within the organisation.
- To review documentation and other public information produced for staff, patients and other stakeholders and make appropriate recommendations.

- To meet annually with Bòrd na Gàidhlig staff to review progress relative to the Gaelic.
- Language Plan and to receive and share relevant updates and information.
- The Gaelic Language Plan Implementation and Monitoring Group (NHS-GIG) will report, in the first instance, to the Executive Directors Group. Reports to other groups and committees will be provided as requested.

### **Frequency of meetings and reporting**

The Gaelic Language Plan Implementation Group shall meet at least four times per year in the first instance. Meetings will be arranged by the People and Culture Directorate.

### **Membership**

#### *Chair*

Director of People and Culture, Gareth Adkins

#### *Members*

Head of Communications and Engagement

Head of Talent

Director-level Nominees from:

- Maternity or family services
- Dementia services
- Highland HSCP
- Argyll & Bute HSCP
- Public Health
- Estates and Facilities
- Education, Learning and Development
- Staffside

### *Arms length organisations and third parties*

Those who deliver services/goods on behalf of NHS Highland will be made aware of our commitment to the delivery of the Gaelic Language Plan through stating the requirement in the tendering and contracting of services/goods as a matter of best practice.

## CÙL—PHÀIPEAR 1: IN-SGRÙDADH COMASAN GÀIDHLIG – APPENDIX 1: INTERNAL GAELIC CAPACITY

The staff internal capacity audit was open to all staff within NHS Highland during October 2022. Eighty-five responses were received, which is remarkably lower than the previous survey back in 2016 (582 responses) although slightly higher than the first back in 2012 (73 responses). The sample is too small to provide any meaningful baseline or comparison and it will be carried out again during the lifetime of the Plan. It should be noted that the capacity audit coincided with the public consultation and other NHS surveys which could be a contributing factor, in addition to the current and varied pressures on NHS staff across the Board area.

A summary of the responses is detailed here:

41% had some ability in Gaelic, with 8% able to hold a conversation or fluent.

Almost 50% of respondents were interested in accessing training in Gaelic language skills or Gaelic awareness, although only 2% had already accessed this as part of their employment.

It is encouraging that some who are not fluent are still keen and confident enough to use what they have with other patients:

### Examples of Gaelic being used within NHS Highland

*"I actively ask patients if they have Gaelic then greet them and start simple conversations with them. My Gaelic isn't good enough to do the whole consultation in it."*

"To make patients feel more at ease and to build relationships."

"Any colleagues I know have Gaelic; I greet them in Gaelic."

"I use some Gaelic with all Gaelic Medium Education children in the [clinic]. Often, I know they are in GME from their school uniform but sometimes it will come up in conversation or I may know the family already."

"I know a few colleagues with Gaelic, and we use it in the passing but not for long conversations."

"Elderly patients whose first language is Gaelic speak to me in Gaelic and I can understand their needs."

Visitors speak to me in Gaelic, colleagues also speak to me in Gaelic. We try to promote the use of Gaelic in our everyday living..."



"My colleague is fluent and another a keen learner, so we have used Gaelic in our meetings occasionally."

**Staff were also asked about their general views around usage and visibility of Gaelic within the organisation:**

#### USAGE

Views were mixed around the Usage, Promotion and Visibility of Gaelic. Those who were not in support of the Gaelic Plan felt that money should not be spent on Gaelic, when the NHS is faced with so many other priorities and challenges; everyone with Gaelic already speaks English and concern around the offering of services in additional languages considered equally, if not more, important. Those in support, however, welcomed the Plan and the opportunities to learn and use more Gaelic. Some felt it of most importance to staff who have links with communities and nurseries, within their roles. They felt included by having Gaelic plans within the workplace and encouraged to learn and use what they had.

#### VISIBILITY

There were mixed reviews around visibility, with some welcoming an increase in visibility within the organisation during the last 12 months, but others not aware of anything in Gaelic. Others felt Gaelic visibility was not necessary as everyone with Gaelic could access services in English. Those who had positive views around Gaelic welcomed the increased visibility as it made them feel included. Work was still needed on simple measures to identify Gaelic-speaking patients and staff. Simple ideas for promotion included information posters in maternity services and family clinics. Most felt there was more that could be done to improve visibility.

## CÙL-PHÀIPEAR 2: CO-CHOMHAIRLEACHADH POBLACH – APPENDIX 2: PUBLIC CONSULTATION

A public consultation was held during October and November 2022. Information was disseminated via the NHS consultation web pages, on social media and via internal communications across the staff.

Two public meetings were arranged, one in Gaelic and one in English. A survey was also available in Gaelic and English.

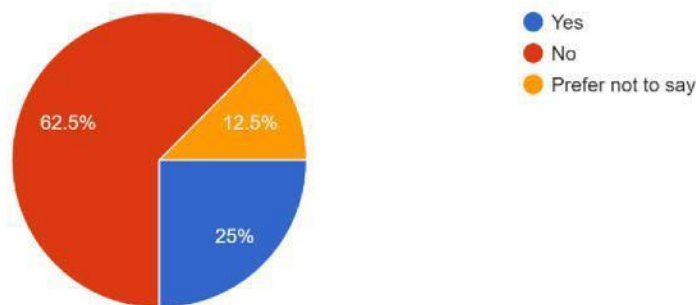
The response rate was very low and could be attributed to the increasing and demanding pressures on the organisation and the prevalence of online surveys in the public, generally. Only 9 responses were received (1 Gaelic and 8 English). A summary of the responses is detailed below. There were also a range of - mostly negative - comments on social media around use of public money and priorities for health and care services.

There seems to be an assumption that money being spent on Gaelic is money taken away from the health services and this could be clarified through better communication across the teams. Some were grateful that work was being done to increase Gaelic within the organisation, and appreciated this happening, however the most common view submitted, was that Gaelic was not considered important in light of all the other priorities facing NHS Highland and health services more generally.

The responses are listed below.

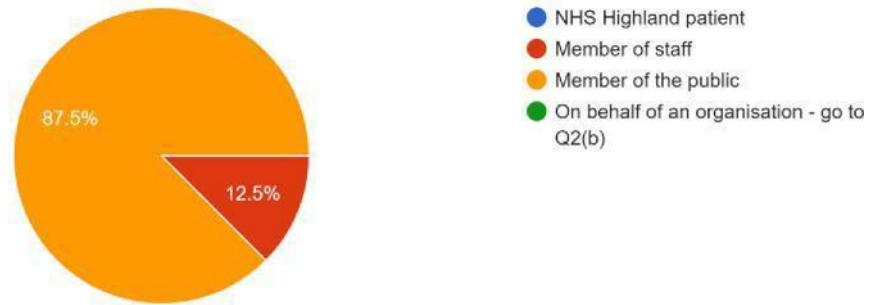
Q1: Are you a Gaelic speaker?

8 responses



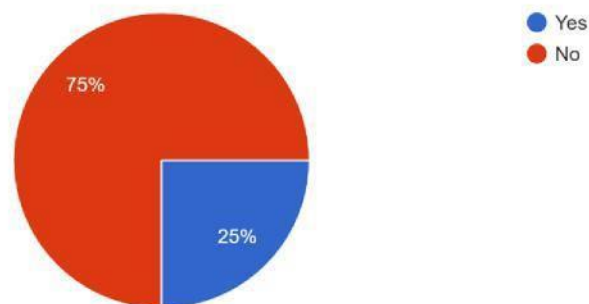
Q2: I am participating in this survey in the following capacity:

8 responses



Q5: Are you of the opinion that the aims and actions around Increasing the Learning of Gaelic, contained within this Plan, are appropriate?

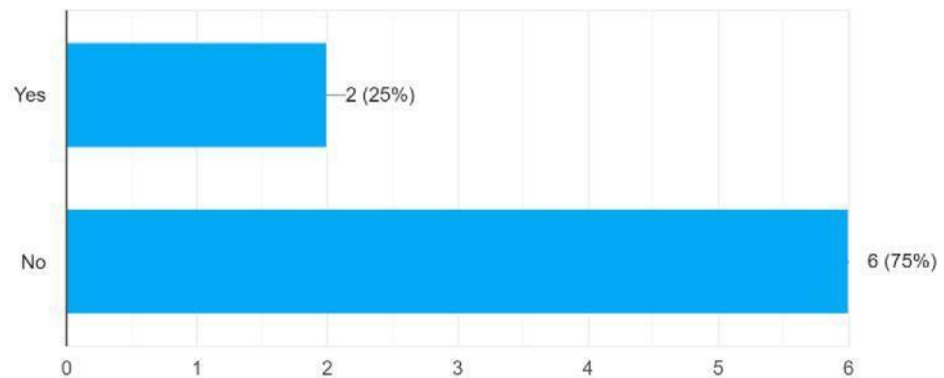
8 responses



☒ I believe that the goals and activities in your plan make the case for bringing growth to the Gaelic language, and I am very happy that they are being organised for the Gaelic language. However, with the current state of health and care services - the lack of them and the difficulties we have in getting the right services - I wonder the services themselves are not given the same kind of attention, and then provided in both Gaelic and English.

Q3: Are you of the opinion that the aims and actions around Increasing the Use of Gaelic, contained within this Plan, are appropriate?

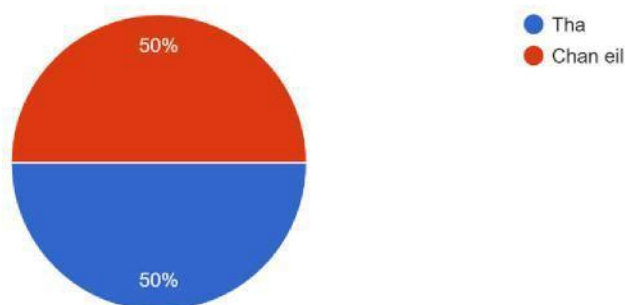
8 responses



- As a former staff member, I would be pleased to see some availability of Gaelic classes for NESH staff.
- I learned Gaelic and am always happy that other people would want to learn it too, I would be happy to speak to people in the NHS in Gaelic, and I would be very happy to see and read Gaelic in the hospital etc. We hardly get the services that we should anyway, it surprises me that you would consider this more than saving the services, so that Gaelic can be used and learned in them.

Q7: Are you of the opinion that the aims and actions around Promoting a Positive Image of Gaelic, contained within this Plan, are appropriate?

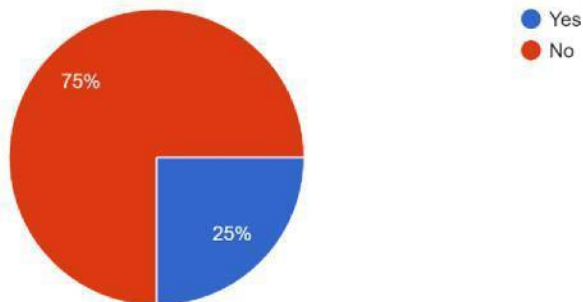
8 responses



Please provide any comments around the aims and objectives around Promoting a Positive Image of Gaelic below.

Q9: Do you think the Corporate Aims are appropriate?

8 responses



2 responses

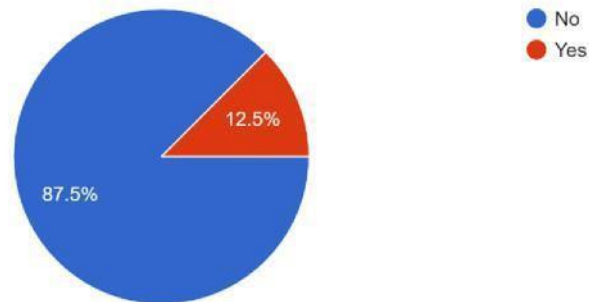
- All languages have a positive image - I find this a strange aim & objective.
- Inappropriate use of time and money
- There is a positive image for Gaelic itself here, and I am happy to see that. That is different from projecting a positive image to the NHS though, more attention needs to be paid to that.

If you would like to make any further general comments around the Plan, please use the space provided.

- I wish it went further and I wish I had confidence that NHSH would follow through.
- Concern about mis diagnosis if English isn't used unless there is an only Gaelic patient.

Q12: In accessing and using NHS Highland services, have you ever been able to use Gaelic? e.g. Doctor's consultation, support from staff, provision of information.

8 responses

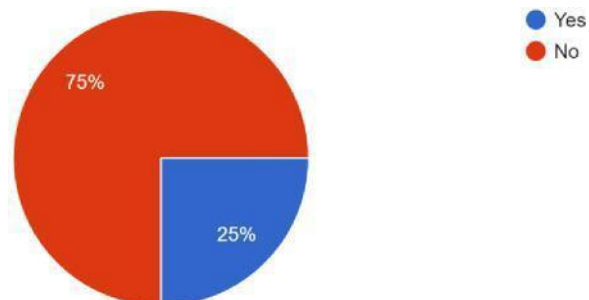


Q12 (b) If you answered yes, it would be helpful to find out more about your experience including the service and location, where Gaelic was provided. This information helps us in planning.

- Letter and nurse although my first language is English, it was nice to chat in a different language.
- A nurse with Gaelic at some point when I was in hospital.

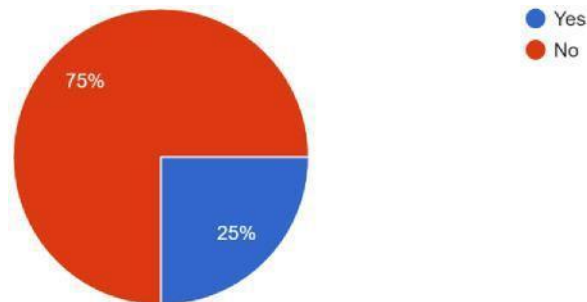
Q13: Would you be interested in using more Gaelic as part of your experience with NHS Highland services?

8 responses



Q13: Would you be interested in using more Gaelic as part of your experience with NHS Highland services?

8 responses



Q13 (b) In which services and where, would it be useful to have increased Gaelic provision?

- Everywhere! It is about accessibility - it is rare to see Gaelic on signage other than outside in somewhere like Raigmore. Why only have Gaelic as desirable for jobs in certain areas?
- I think for minimising risk of inaccurate information, English should be a primary common source of use. Conversational Gaelic is nice.
- .....I would be happy to see more Gaelic in [our services] as well as our care and health services themselves. My medical team will not be coming to [here] now because they cannot get a place in the hospital, and I need to see them, not to travel a distance when I am sick. I absolutely love Gaelic, and I will always support it, but first my support is with our health services. Many in my community would agree with me.

We also received a number of responses that fell outwith the scope of the consultation exercise.



<b>A' freagairt ri</b>	A' Chomataidh Poileasaidh is Ghoireasan
<b>Ceann-latha na Coinneimh</b>	05/09/2023
<b>Àite:</b>	Air-loidhne
<b>Nì a' Chlàir-ghnothaich</b>	5.1

<b>Tìotal a' Phàipeir</b>	Plana obrach na Comataidh	
<b>Moladh do Bhuill</b>	Ri Aontachadh	
<b>Neach labhairt:</b>	Shona NicIllinnein, Ceannard	
<b>Cùrsa Riaghlachais airson na h-Aithris</b>	<b>Ceann-latha na Coinneimh</b>	<b>Seòrsachadh na h-Aithris</b>
-	-	-
<b>Pàipear-taice air a cheangal ris</b>	PT1 Plana-obrach 2023/24	
<b>1.0</b>	<b>Adhbhar</b>	
<b>1.1</b>	Gus prògram-obrach na Comataidh aontachadh.	
<b>2.0</b>	<b>Cùl-fhiosrachadh</b>	
<b>2.1</b>	Tha prògram-obrach aig an dà Chomataidh agus aig a' Bhòrd-stiùiridh aig BnG. Tha iad feumail ann am planadh agus ann an dearbhadh gun tèid na cuspairean iomchaidh is cunbhalach air beulaibh choinneamhan.	
<b>3.0</b>	<b>Prìomh Aithris/Fiosrachadh</b>	
<b>3.1</b>	Tha am prògram stèidhichte air gnàth-riaghailtean na Comataidh, agus air na thachair am-bliadhna.	
<b>3.2</b>	Tha na h-atharrachaidhean a leanas ann airson na coinneimh seo: <ul style="list-style-type: none"> <li>- Aithris labhairteach air Lìonra Oifigearan Coimhearsnachd Gàidhlig – bidh seo mar chuspair cunbhalach</li> <li>- Plana-ionmhais Meadhan-ùine – bidh fiosrachadh air beàrnan a thaobh ionmhais mar phàirt den bhuidseat, agus leis gu bheil na h-argamaidean airson barrachd maoinachaidh sa chùis-gnothachais a chaidh a chur chun an Riaghaltais fhathast mar a bha iad, cha deach ùrachadh a dhèanamh air a' phlana air fad an-dràsta.</li> </ul>	
<b>4.0</b>	<b>Moladh</b>	
<b>4.2</b>	Aonta a chur ris a' phlana obrach airson nan coinneamhan eile ann an 2023/24.	
<b>5.0</b>	<b>Prìomh Bhuidhean Ro-innleachdach</b>	
<b>5.1</b>	<b>Buidhean air Ionmhas</b> Chan eil buaidh ann.	
<b>5.2</b>	<b>Buidhean air Luchd-obrach</b> Bidh am plana obrach a' toirt stiùir dhan sgioba air an obair a tha a dhìth airson aithisgean a chur chun na Comataidh.	
<b>5.3</b>	<b>Buidhean air Trèanadh</b> Chan eil buaidh ann.	
<b>5.4</b>	<b>Ceanglaichean ri Amasan Ro-innleachdail agus Corporra</b> Tha am pàipear seo a' cur ris an amas gun cùm Bòrd na Gàidhlig air a leasachadh nan dòighean-obrach aige.	
<b>5.5</b>	<b>Ceanglaichean ris an Fhrèam-obrach Coileanaidh Nàiseanta</b>	



Seisean Fosgailte : Open Session  
Cuspair 5.1

AR N-ADHBHAR		AR LUACHAN	
Fòcas air a bhith a' cruthachadh dùthaich nas soirbheachaile le cothroman do dh'Alba air fad soirbheachadh tro bhith a' cur ri sunnd, agus ri fàs eaconamach seasmhach agus in-ghabhalach		'S e comann-sòisealta a th' annainn a tha a' dèiligeadh ri ar sluagh le caoimhneas, urram agus co-fhaireachdainn, a' toirt spèis do riaghladh an lagha, agus a tha ag obair ann an dòigh a tha fosgailte agus follaiseach	
AR LUACHAN BUILEAN NÀISEANTA			
Còraichean daonna	<input type="checkbox"/>	Clann	<input type="checkbox"/>
Cultar	<input type="checkbox"/>	Coimhearsnachdan	<input type="checkbox"/>
Àrainneachd	<input type="checkbox"/>	Bochdainn	<input type="checkbox"/>
Slàinte	<input type="checkbox"/>	Eadar-nàiseanta	<input type="checkbox"/>
Foghlam	<input type="checkbox"/>	Eaconamaidh	<input type="checkbox"/>
Gnothachasan soirbheachail is ùr-ghnàthach		<input checked="" type="checkbox"/>	
<b>5.6</b>	<b>Buaidhean air Cliù</b> Tha e cudromach do chliù na buidhne gu bheil siostaman ann a bhios a' dearbhadh gu bheil deagh riaghlaidh aig a' bhuidhinn.		
<b>5.7</b>	<b>Buaidhean air Slàinte is Sàbhailteachd</b> Chan eil buaidh air slàinte is sàbhailteachd		
<b>5.8</b>	<b>Buaidhean Laghail</b> Bidh am plana obrach a' cur ri coileanadh nan dleastanasan reachdail agus deagh riaghlaidh aig BnG.		
<b>5.9</b>	<b>Buaidhean air Co-ionannas</b> Cha bhi buaidh air co-ionannas		
<b>5.10</b>	<b>Buaidhean air an Àrainneachd</b> Cha bhi buaidh air an àrainneachd.		

## Plana-obrach CPG 2023/24

		Cèitean	Sultain	Samhain	Gearran
		09/05/2023	05/09/2023	07/11/2023	06/02/2024
<b>Puingean Stèidhichte</b>	Cùisean Tòiseachaidh/Fàilte	√	√	√	√
	Geàrr-chunntas na coinneamh mu dheireadh	√	√	√	√
	Clàr gnìomhan	√	√	√	√
	Plana-obrach na Comataidh	√	√	√	√
	Lèirmheas air a' choinneamh	√	√	√	√
	Taisbeanadh	√	√	√	√
	<b>Fios mun Lìonra Oifigearan Gàidhlig</b>		√	√	√
<b>Deagh Riaghladh</b>	Poileasaidhean Daonna	√	√	√	√
	Suirbhìdh Luchd-obrach		√		
	Ro-innleachd ICT		√	√	
	Ùrachadh Bun-Riaghailtean na Comataidh	√			
	Èifeachdas na Comataidh		√		
	Aithisg Bliadhnail na Comataidh	√			
	Dàta Daonna	√			
	Slàinte is Sàbhailteachd	√			
	Sgrùdadh Ràitheil den PCC 22/23	√			
	Sgrùdadh Ràitheil den PCC 23/24		√	√	√
	Plana Corporra				
<b>Ionmhas</b>	Aithisg Ràitheil air Ionmhas	√	√	√	√
	Tabhartasan eadar £50,001 agus £100,000	√	√	√	√
	Plana Ionmhas Meadhan-ùine		√		
	Buidseat Bliadhnail				√
	Aithisg Bliadhnail air Solarachadh	√			
<b>Cleachdadh</b>	Planaichean Gàidhlig	√	√	√	√
	Prìomhachasan Ro-innleachdail	√	√	√	√
	Adhartas nam Prìomh Buidhnean Libhrigidh				√
	Molaidhean Taic-airgid nam prìomh buidhnean				√
<b>Ionnsachadh</b>	Àireamhan foghlaim - clann is inbhich				√
	Àireamhan luchd-teagaisg ùra & oileanaich teagaisg			√	
	Adhartas air fòghlaim àrd-sgoile	√		√	√
	Adhartas air a' trusadh agus a' gleidheadh luchd-teagaisg	√			√
<b>Puingean Ad-hoc</b>	Buaidh bho thaic BnG air obair òigridh	√			
	Còd Ghiùlain				
	Pannal nam Planaichean			√	