

WELCOME TO  
Aberdeen Neonatal Unit



Information to help you during your  
stay at Aberdeen Neonatal Unit



Congratulations on the birth of your baby! We wish you a warm welcome to the Aberdeen Neonatal Unit.



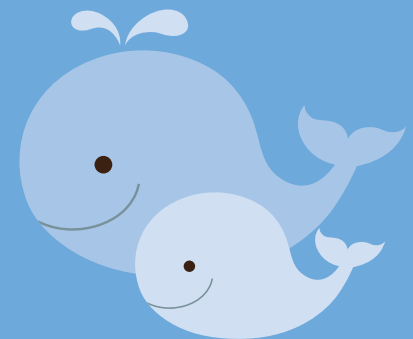
Having a baby is a very emotional time, particularly if your baby has been admitted to the Neonatal Unit (NNU). We understand that this raises many questions and anxieties for you. This booklet has been designed to introduce you to the Neonatal Unit. We also hope that it will help to answer some of your questions, however please feel free to ask as many questions as you need.

All members of the Neonatal Unit team are on hand to answer questions, explain procedures and test results. Most of all we are here to listen, so please feel free to talk to us about your worries and concerns.

Direct Telephone Lines to the NNU

**01224 552602/550602**

Please phone any time of the day or night, if you wish to know how your baby is or if you have any queries etc.



In the Neonatal Unit, we care for babies who are born earlier than expected, who have become unwell or who need close observation. The unit is divided into three main areas; Intensive Care, High Dependency and Special Care. During your baby's stay they may move between these nurseries depending on the level of care that they require.



Intensive care is provided for babies who have critical problems, who are very premature and/or have an extremely low birth weight (birth weight less than 1000 grams).

High dependency care is provided for babies without critical problems but who still need a great deal of observation and support and for those who are recovering from critical illness.

Special care is provided for babies who have less serious problems, who do not require continuous observation and/or who are stable and growing.

Babies are often transferred to the Neonatal Unit from other hospitals outside of Aberdeen by our Neonatal Transport team. We recognise that being far away from home and family can cause additional stress and isolation at this difficult time. Where possible we will arrange for you to be transferred back to a hospital nearer to you when your baby's condition is stable.

All babies will be treated as individuals. Their privacy, dignity, religious and cultural needs will always be respected.



## Family Integrated Care

We know that maintaining close physical contact between parents and their babies is an important factor in helping babies achieve the best health outcomes. Not only that, but research has shown that close contact in the early stages can also be a positive factor in helping babies to continue to progress developmentally long after they have gone home from hospital. This is why we operate a family integrated care model within the unit, to ensure that parents are always at the heart of their baby's care right from the start.

The Family Integrated Care model encourages you to learn how to care for your baby with the support and guidance from the neonatal team.

The aim of Family Integrated Care within Aberdeen's Neonatal Unit is for families to be at the centre of the care team being true partners in care with parents being the primary care givers.

The evidence shows that babies who are looked after this way are more likely to breastfeed, put on weight quicker and go home sooner. Research has also shown that this model of care has lots of positive benefits for the emotional well-being of both the parents and babies in the unit.

We will encourage you to spend as much time as you can with your baby.

Please follow our Family Integrated Care group on Twitter and Facebook to keep up to date with our progress and share any ideas you may have:



[twitter.com/AberdeenFiCare?s=09](https://twitter.com/AberdeenFiCare?s=09)



[facebook.com/AberdeenFiCare/](https://facebook.com/AberdeenFiCare/)



## Visiting

The Neonatal Unit has a security entry system in place to protect your baby. You will be issued with a security card so you can come and go as you please. You will not have to wait to be let in. Please do not give your card to anyone else, only parents must carry these cards for us to remain secure and keep your baby safe.

Visitors to the unit will need to press the buzzer and a member of staff will let them in; please advise your visitors to only press this once and softly as it rings in the intensive care room. Please be patient – receptionists and clinical staff will answer the entry buzzer as soon as possible. Visitors will be asked to give the baby's name and relationship to the baby before being given entry to ensure your baby's safety.

Please sign in and out at the reception desk when you are entering and leaving the unit. This is in case of a fire or an emergency evacuation in order to account for anyone that may still be in the unit.

## Parents and siblings

We encourage parents and siblings to come and spend time with their baby at any time day or night. It is important for both parents and siblings to spend time with their baby to bond with them and become confident in providing their baby's care. Unrestricted access is encouraged however on the rare occasion you may see a giraffe stop sign on the door of a nursery. If you see this sign please seek a member of staff before entering.



## Visitors

Aberdeen Maternity Hospital operates an open visiting policy, therefore there is no set visiting times. However, we do ask that all of your visitors respect 'quiet time' and also ask for them to leave during ward rounds to protect the confidentiality of our patients.

We ask that there is only two people present at each cot space, this is due to limited space in the rooms. Each visitor must be accompanied by a parent or nominated person.

We ask that visitors don't wait in the corridors outside the rooms but wait in the reception area where there is seating. This allows the corridors to be kept clear should an emergency arise.

It is up to you to decide who can hold or touch your baby. Parents should ensure siblings and visitors adhere to our strict hand washing policy prior to touching their baby to minimise the risk of infection.

Overcoats and jackets must be removed and placed in the locker room prior to entering the nurseries. Lockers cost £1 to use which is refundable or you can use a trolley coin. Please do not leave valuables unattended. You may bring a handbag, purse, mobile phone etc to the bedside.

Any visitor with a cold, cold sore or other infection should not visit. Anyone with stomach upset should not visit until 48 hours after symptoms have resolved. Parents who are unwell are advised to discuss this with the nursing staff. Non-immunised siblings should not visit if they have any symptoms of any sort, or have been in contact with other children with chicken pox or measles.

It is a good idea to bring water with you into the nurseries as it can get very warm and you need to stay hydrated.

Please do not bring hot drinks or food into the nurseries.



## Hand washing

Babies in the Neonatal Unit are very young, and their immune systems are very immature. This makes them extremely susceptible to infection. By washing your hands thoroughly, you can reduce the risk of infection to your baby. Strict hand washing is vital for all staff, parents and visitors even if you are not going to touch anything or just popping into the nursery for a moment.

## When should you wash your hands?

- Every time you enter the Neonatal Unit. This will help to reduce germs being carried into the unit from outside. Please follow the yellow footprints to the locker room to wash your hands and remove outdoor clothing.
- Before you leave the Neonatal Unit. This helps to prevent germs being carried out of the unit. Again, this can be done in the locker room.
- In the nursery:
  - When you enter the nursery.
  - Before and after you touch your baby.
  - After every nappy change.
  - Before and after preparing the feed for your baby.
  - Each time you leave the nursery.
  - After you use your phone.

There are signs by each sink explaining the correct way to wash your hands. Please roll your sleeves up to your elbows and remove watches/jewellery (except wedding rings) keep them secure in a pocket or bag until you leave the nursery.

# How to Handwash?

Duration of the entire procedure: 40-60 seconds

- Wet hands with water
- Apply enough soap to cover all hand surfaces
- Rub hands palm to palm
- Right palm over left dorsum with interlaced fingers and vice versa
- Palm to palm with fingers interlaced
- Backs of fingers to opposing palms with fingers interlocked
- Rotational rubbing of left thumb clasped in right palm and vice versa
- Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa
- Rinse hands with water
- Dry hands thoroughly with a single use towel
- Use towel to turn off tap
- Your hands are now safe

## Parent's sitting room

We have a parent sitting room where you can take food and drink in to enjoy. Please feel free to make use of the facilities:

- Tea and coffee
- Water and juice

This can be a good space for you to take a break and relax with fellow parents.

## Quiet time

There is a quiet time every day in the unit. This is a dedicated time when the lights are lowered to promote peace and tranquillity in each nursery which can often be noisy and busy. The staff will advise you of what time this will be. We urge parents, staff and visitors to be mindful of noise at all times, not just during quiet time. This helps to promote your baby's growth and development. During this time the babies are not disturbed for any clinical procedures unless it is essential. This is an ideal time to have your baby out for some kangaroo care which the staff will support and encourage you to do.

## Mobile phones

Mobile phones are permitted but they must be switched to silent/flight mode. Photographs can be taken (but only of your own baby) but no phone calls can be made or received whilst in the nurseries. Please return to the reception waiting area to make/receive calls. If a parent is unable to physically see their baby, we promote the use of Facetime for short periods as long as it is used quietly.

It is vital that you wash or gel your hands after using this device especially before touching your baby.



|                     |                 |           |
|---------------------|-----------------|-----------|
| Name:               |                 | Date:     |
| Birth weight:       | Current weight: | grams ↑↓  |
| Gestation:          | Corrected:      | Days old: |
| Respiratory:        |                 |           |
| Feeding:            |                 |           |
| Questions/concerns: |                 |           |

## Ward rounds

Every day there will be a ward round with the consultant who is looking after your baby. Ward rounds take place in the morning, you will be advised of what time ward round begins in the room you are in, if not please ask. There will be various members of staff present on the ward round including, consultants, doctors, ANNPs, senior charge nurses, neonatal nurses, nursery nurses, pharmacists etc... But the most important person is you so you can be part of planning your baby's care and making decisions.

If you feel confident to do so we offer parents the opportunity to start the discussion about their baby by telling the staff about their baby's journey in the NNU so far. We understand it can be a bit daunting talking about your baby to a number of professionals, but we feel as parents you know your baby better than anyone. To help you become confident telling us about your baby we have 'cheat sheets' you can use to become familiar with the information required.

Please ask as many questions as you wish during ward round. You are your baby's advocate and as such, the most important person in making the decisions around your baby's care.



## Confidentiality

We ask you to respect the privacy of other families in the unit. You may hear information on ward rounds etc about other babies in the same room as your baby but please ignore anything that is not related to your own baby. We welcome all parents to be present for the whole ward round assuming everyone is happy with their baby being discussed in front of other parents in the room. If this is an issue you can alert a member of staff and your baby will be discussed elsewhere, if this is the case you will be asked to leave the room whilst other babies are discussed.

## Nominated person

You are encouraged to be with your baby as much as you possibly can be but if for any reason you cannot be present with your baby, you can nominate a person to be with them, so they are not alone. You can nominate anyone you wish to be with your baby when you are not able to be with them. Nursing staff will discuss this with you and document the name of the person, for security reasons. Please discuss with the nurse looking after your baby what you wish the nominated person to do whilst they are with your baby. The nominated person would have to be confident at hand washing and know the infection control procedures in the unit around mobile phones etc before they can enter the nursery. If you would like a crib sheet about what they can do whilst with your baby, please ask the nurse looking after your baby.





## Attend anywhere

Understandably, there will be times where parents are unable to come in to spend time with their babies due to sickness or other commitments at home.

If you are unable to be here with your baby we offer a service called Attend Anywhere. This service allows you to video call with the unit to ask questions about your baby or to sit and watch or talk to your baby.

If you wish to use this service during your stay please ask a member of staff for further information.

## vCreate

vCreate is a free secure video messaging service that allows nursing staff to record and send video updates to parents of premature or sick babies in Neonatal Units. This has been funded by Friends of the Neonatal Unit

Parents access videos of their baby when they are away from the unit to receive reassurance of their baby's wellbeing and minimise separation anxiety. It's safe, secure and available on any device.

Parents login to watch their baby's videos at any time on any device and are alerted when new videos are available. A baby care video diary builds up over time which the parents have access to 24 hours per day.

Please ask a member of staff for more information.



## What can you do for your baby?

In the beginning you may feel a little bit helpless and unsure of what you can do for your baby. It is normal to feel like this but don't worry there is a lot you can do and we will support you in doing these things.





## Expressing

If your baby is born early breast milk gives the best possible start in life. Breast milk is full of antibodies and nutrients which help your baby grow and get stronger.

You will receive a separate booklet with more information about expressing milk for your baby.

## Kangaroo Care

It is important that you have lots of opportunities to hold your baby in kangaroo care (also known as skin to skin) this will help you feel close to your baby and will also help mums with their milk production. As a UNICEF accredited baby friendly unit we are committed to supporting parents to have a close and loving relationship with their baby.

Jess is our baby wearing educator who visits the unit weekly. She is a valuable source of support and information and has experience of using a variety of wraps and skin to skin tops, there is something for everyone.

Kangaroo care has many benefits for baby too such as:

- Regulates heart rate and breathing.
- Regulates temperature.
- Improves oxygen saturation.
- Reduces stress levels.
- Promotes brain growth.
- Stimulates digestion and an interest to feed.
- Helps foster a secure bond with parents.

The Scottish Government have funded skin to skin tops for kangaroo care, so that every family can have their own which we will provide you with. You will also receive a one-way stretchy wrap in your baby box, please bring it in and we can help you with this.



## Spending time with your baby

After survival, relationships are the most important thing to a baby therefore it's important to spend as much time as possible with your baby, reading him/her a story or even just holding his/her hand. The sound of your soothing voice/ heartbeat, the smell of you and the touch of your hands can be calming. Helping your baby recognise your sounds and touch can be a pleasant experience and can provide your child with much needed love and comfort in an environment that can feel unpredictable at times. We have several story books around the unit that you can use to read to your baby, please ask a member of staff where you can get these. You will be given a bookbug bag on admission to the unit which will also contain books that you can read to your baby.



## Special handling techniques

We also encourage containment holding where placing a hand gently on your baby's back and head is used to calm him/her. Often stroking or tapping an unwell or premature baby can be unsettling for them. There are a variety of handling techniques that we can show you that will promote the development of your baby and help them feel safe and secure. This can be helpful when your baby must undergo certain medical procedures in which your baby may experience pain or stress, your nurse will support you to comfort your baby as required. We are committed to providing 2-person care for all babies during painful procedures, where possible we would invite a parent to be the support person for your baby. If this is not possible, we will aim to have a second member of staff available to support and comfort your baby.



## Clothes

To start with your baby will probably only wear a nappy, this is so that we can observe them very closely. As he or she gets better you will be able to dress them. The Neonatal Unit has a large selection of clothes in a range of sizes to fit your baby whilst in hospital. If you would like to bring in your own baby clothes please make sure that you write your baby's name on the label. We will place any of your baby's clothes in the incubator or cot cupboard for you to take home and wash.

## Nappies and cotton wool

We ask you to provide nappies and cotton wool for your baby whilst they are in the neonatal unit. Most supermarkets now have a range of sizes to suit. Some babies are born very small and are too little to fit into the premature nappies in which case we will provide tiny nappies until they fit into the bigger size.

## Bottles

If you are planning on bottle feeding your baby you can bring in your baby's own bottles to use during their stay in the unit. This will help your baby become used to the bottle he/she will use when they are at home.

## Religious items

Relics, beads etc. can be placed in your baby's incubator if you wish; they must be placed in a sealed plastic bag. Holy water must be kept in a sealed container at all times.



## Whiteboards

At your baby's bedside there is a whiteboard. You know your baby best so please write anything you want on the board to support communication around their care.

- **My Daily Plan**  
This section can be used to make a plan for your baby's day. You can tell us what your plan for the day is, any procedures your baby may be having, when you are planning skin to skin etc.
- **My Care Team**  
This section has the names of the staff that is supporting you to care for your baby.
- **Developmental Care**  
This section may include how your baby likes to be positioned in his/her bed, whether they like to suck a dummy during their tube feeds and how they prefer to be comforted during procedures.
- **Messages**  
This section can be used by you to leave a message for your baby or for staff, it can also be used by staff to give you an update on your baby whilst you have been away or to leave a little story from your baby to you.

| My Daily Plan      | My Care Team  |
|--------------------|---|
|                    | Nurse:<br>Nursery Nurse:<br>Medical Staff:<br>Consultant: |
| Developmental Care | Messages  |
|                    |   |



## Caring for your baby

Our aim is to work together with you as a family to provide the best possible care for your baby. We will encourage you to take part in various aspects of your baby's care. Although we encourage you to do so we will not force you to do anything you are not comfortable with.

## Family passport

We will work with you to learn and help you to feel confident in all aspects of your baby's care. The family passport will help you and the nurses supporting you to see when you feel ready to carry out these cares independently.

The topics that are covered in the family passport are:

- Baby cares (Nappy changing, bathing, handling your baby etc...).
- Tube feeding.
- Expressing.
- Breast feeding.
- Bottle feeding.
- Developmental care.
- Preparation for home.
- Moving baby in and out of incubator/cot.



## Parental administration of medicines

The self administration programme is used within Aberdeen Neonatal Unit to enable parents to be responsible for administering their babies prescribed medications whilst in the hospital setting. This also gives you a chance to practice giving your baby any medicines they might be discharged home with whilst the nurses are here to support you.

## Parent education sessions

We will run parent education sessions around various topics such as:

- Basic life support/choking.
- Baby massage.
- Feeding.
- Developmental care.
- Preparing for home.
- Infection control.
- And more...



You will receive a timetable in your welcome pack for the current month and there will be copies of the timetable available in reception and the parent's sitting room. Please feel free to attend any session that you are interested in.

Your nurse looking after you can provide more information about the sessions.

## Transitional care rooms

We have three rooms within the unit that are used for rooming in with your baby, this is especially useful to establish breast feeding and prior to discharge. Your baby may be in the unit for some time before being able to come home with you. We will support you during this time to care for and feel close to your baby. However you may still feel anxious about being at home with your baby without support from the neonatal staff.

These rooms allow you to have time with your baby so that you are taking control of their care but with the support of the staff only a few steps away.

Nearing time of discharge this is something the medical or nursing staff will discuss with you, you do not have to do this if you feel it is not appropriate for you.

The rooms have a double bed for both parents to stay and shower and bathroom facilities. You can use the parent's sitting room to have meals etc...

## Community outreach service

Once your baby is discharged home you may be visited at home by our community outreach service. Our community outreach team is made up of staff members who work on the unit who you have probably already met during your stay with us.

There are various reasons why you might be visited by our outreach team.

There is also a monthly outreach coffee morning held at Airyhall Community Centre, please ask a member of staff for more details. This is supported by Friends of the Neonatal Unit.

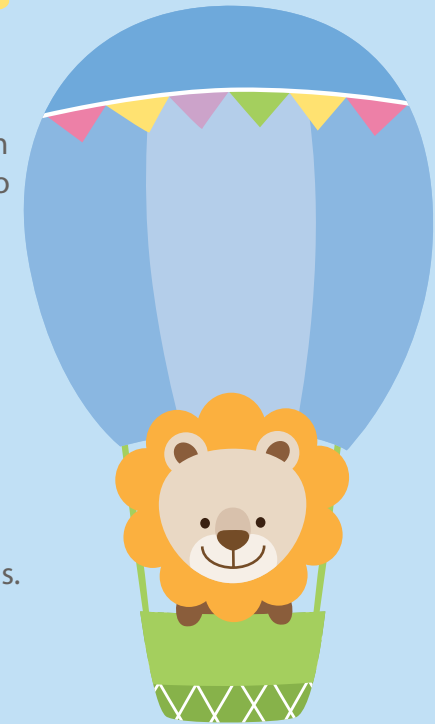
## Travel and parking

For information on travel to and from the hospital and parking please go to the following website

**[www.nhsgrampian.org](http://www.nhsgrampian.org)**

From here choose **Aberdeen Maternity Hospital** then click on **Travel to AMH**.

You will find lots of information on different ways to travel to and from the hospital and information on where to park in the hospital grounds.



## Places to eat

There is a shop directly opposite the hospital entrance. This is run by Royal Voluntary Society and is open daily. They offer a wide range of sandwiches, hot food, drinks, confectionery and coffee.

Out of hours there are vending machines available at the reception seating area, these take cash or contactless payments.

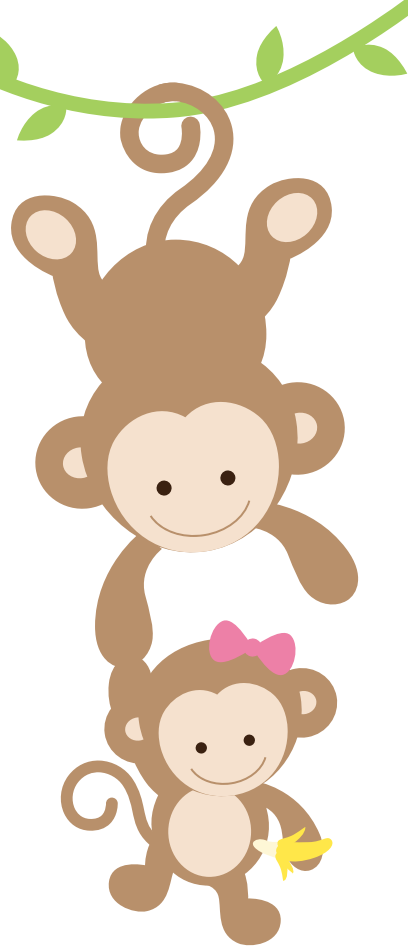
There are also various places in Aberdeen Royal Infirmary. Details of these can be found on the following website:

**[www.nhsgrampian.org](http://www.nhsgrampian.org)**

From here choose **Aberdeen Royal Infirmary** then click on **Shops and Snacks**.

There is a small grocery store and take away situated across from the maternity hospital.

Berryden Retail Park is also situated a short walk from the maternity hospital. There are several shops available here.



## Emotional support for families on the unit

We know that having a baby can be a very emotional time for families. This can become even more challenging when your baby has been admitted to the neonatal unit. As such, there is a professional team on hand should you wish to talk to someone in private about how you are feeling. Currently, emotional support is provided by our Clinical Psychologist, Counsellor and Bliss Volunteers.

The Bliss Volunteer is a parent who has previously had a child in the unit so has experienced first-hand what this can be like for parents. Both the Counsellor and Clinical Psychologist have been funded by Friends of the Neonatal Unit, who recognised that having extra time away from the ward to talk openly and privately can be very helpful for lots of families.

Although many parents experience joy on their baby's arrival and relief that their child is receiving the care that they need, they are also faced with additional emotional challenges. For example, they may feel sad that their baby's start in life turned out differently from how they expected; or feel anxious about leaving their baby and being separated from their child. Having an opportunity to talk about these experiences confidentially can prove invaluable to many parents in helping them adjust to life within the neonatal environment, whilst also helping them prepare for going home.

Access to these services is available to all families on the unit. Should you wish to get in touch, please pick up a flyer from the reception desk or simply ask a member of staff, who will be happy to contact us on your behalf. If you would like to arrange an appointment independently with the Clinical Psychologist, this can be arranged via the Clinical Psychology Secretary on **01224 552234**.





All appointments take place in the unit so that you are never too far away from your baby. However, if you would prefer to be seen in a different location, then this request can also be accommodated.

## Neonatal expenses fund

On 1 April 2018, the Scottish Government launched a Neonatal Expenses Fund to help parents with the cost of food and travel whilst their baby is in neonatal care.

The £1.5million fund comes after Bliss Scotland campaigning highlighted that parents in Scotland spent an average of £218 a week while their baby was in neonatal care.

### **You can claim for:**

#### Transport:

- Up to 14p per mile for one return car journey each day per family.
- Public transport costs will be reimbursed in full for one return journey per day per family. Standard class bus, train and ferry fare can be reclaimed upon production of receipts. Families living on the outlying islands of Scotland can claim up to two return journeys by air per week per family.

#### Food and drink:

A reimbursement of up to £8.50 per day per family against food and non-alcoholic beverages can be claimed on production of receipts.

Please ask a member of staff for more information and a claim form.

For further information please visit:

[www.mygov.scot/neonatal-expenses-fund/](http://www.mygov.scot/neonatal-expenses-fund/)



## Religious beliefs

Healthcare chaplains are available to offer care and support for patients and relatives. They are also there for those with or without religious belief.

The chaplain will listen, respect each individual's unique life experience, thoughts and beliefs, offer friendship and support and will keep your information confidential.

They can also in certain circumstances carry out a blessing/ baptism if this is appropriate to your wishes

The hospital chaplain is available to you at any time. If you wish to meet with chaplain please speak to a member of staff who will be able to contact him/her.

There is a chapel beside the hospital reception which is always open if you require somewhere to gather your thoughts or pray.

NHS Grampian is committed to providing holistic healthcare, which is responsive to the physical, psychological, emotional and spiritual needs of its patients. Appropriate spiritual, pastoral and religious care will be offered to patients, their relatives and carers. This care is available to people with or without specified religious beliefs.

If you have any further wishes, please speak to a member of staff and we will endeavour to help you with these as far as possible. If you have someone of your own that you would like to carry out any aspect of religious care then we will be happy to involve them.



## The Improvement Tree

In the Neonatal Unit we are always striving to learn and develop, but sometimes we need your help.

People often feel the only way to address a concern or suggestion on what can be done better is to make a complaint. We are aware that this often puts people off expressing their views. This means we do not always recognise the things that could be improved for our patients and families.

The same can be said for the things we do well. So in recognising this we have developed our improvement tree.

As you come into the unit and go through the double doors after the locker room, you will find a giant tree stencilled on the wall to the right.

Please help us to improve the unit by providing anonymous feedback on the post it notes provided and then place this onto the branches of the tree.

Your feedback will be reviewed monthly, data will be collated and the outcomes of our actions based on the feedback will be displayed on the "YOU SAID", "WE DID" board which is alongside the tree.

If you have any questions or queries about the improvement tree or want to know about other ways of providing feedback, please speak to the nurse in charge.

Thanks for your help and have fun filling the tree with leaves!



## Friends of the Neonatal Unit

Friends of the Neonatal Unit (FOTNU) has been the official charity of Aberdeen's Neonatal Unit since 1984.

Although the NHS provides amazing care to babies born too early or too sick, donations to the FOTNU and fundraising campaigns by its committee, help to provide the extras.

Our committee is made up of parents who want to give something back to the unit as well as staff members who provide advice and expertise.

Since its inception, FOTNU has supported hundreds, if not thousands, of families who have gone through a difficult time, no matter how short or long of a stay each baby has.

FOTNU funds a wide range of items for the neonatal unit including:

- Digital cameras, printers and ink for baby's first photo keepsake.
- Comfortable chairs to support kangaroo care and feeding.
- Refurbishment of the parents lounge and transitional care rooms.
- Staff training courses.
- Specialist medical equipment such as Giraffe/Leo incubators that help care for the smallest and sickest of babies.
- A clinical psychologist and counsellor to help both parents and staff.
- Vcreate video messaging service.
- Breast pumps.
- Support group events.
- Welcome packs.



- Slings for skin-to-skin care.
- Financial support for the Ficare team.
- Free wifi for unit users.
- Height-adjustable cots.
- Pram for baby to be taken to RACH for appointment or for a stroll around the hospital grounds.

Unit staff and parents can access funding via our applications forms on our website.

FOTNU committee members run an online family support group via Facebook, which is a great place to gain support from other parents. Search for 'Aberdeen neonatal unit – friends of neo'

To find out more, follow us on Facebook, Twitter, YouTube and Instagram by searching for Friends of the Neonatal Unit.

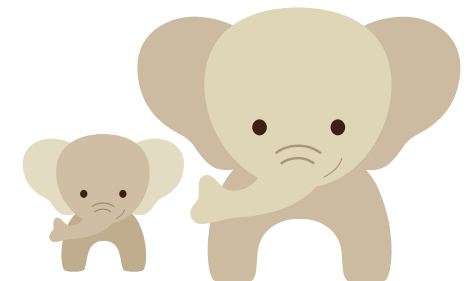
Friends of the Neonatal Unit is a dedicated fund of ARCHIE, a charity registered in Scotland SC039521



Email: [hello@friendsofneo.org](mailto:hello@friendsofneo.org)

Phone: 01224 553343

 [www.facebook.com/FriendsofNeo](https://www.facebook.com/FriendsofNeo)







Colour me in.



Colour me in.

Notes



A series of horizontal dotted lines for writing notes, spanning the width of the page.



Telephone numbers for the Neonatal Unit  
01224 552602 • 01224 550602

This publication is also available in other  
formats and languages on request. Please call  
Equality and Diversity on 01224 551116  
or 01224 552245 or email [grampian@nhs.net](mailto:grampian@nhs.net)

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