

LOTHIAN HEALTH SERVICES ARCHIVE

ANNUAL REPORT 2011

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1. Introduction

This report covers the period 1 January to 31 December 2011. It describes LHSA's progress and development with regard to core functions (user services, accessions, cataloguing, preservation and conservation, outreach and cultural engagement); supporting functions (web and IT, repository management, MLRP, joint working); and concludes with sections on management and administration, staffing and funding.

Abbreviations and acronyms have been used throughout except in section headings and sub-headings. Please consult the glossary in section 15 for full definitions of terms used.

2. Executive summary

LHSA holds NHSL's historically important records that must be permanently preserved in keeping with current legislation and Scottish Government guidelines. It collects, catalogues, preserves and enables access to these records and actively promotes their use.

In 2011 LHSA has worked closely with NHSL and UE. It has provided vital information to support NHSL FOI(S)A responsibilities, public records consultations, legal cases and public inquiries; and provided advice on records management and storage of records and fine art. It has also supplied information and images to support heritage celebrations and exhibitions. Through LHSA's outreach and cultural engagement activities and joint working, it has also supported UE's strategic aims of excellence in learning and teaching, research, and knowledge exchange. LHSA is a regularly used, efficient and reliable resource centre.

LHSA continues to provide the exemplary archive and conservation services that its long-standing reputation is based upon. Core functions have been extended and developed in line with increased demand. Particular highlights of the year alongside the continued delivery of high quality core services include: the inscription of the Edinburgh and Lothian HIV/AIDS Collections to the UNESCO UK Memory of the World Register (section 7.2); participation in the Scottish Council on Archives' pilot for a quality improvement framework for archives and records management services in Scotland with a view to supporting NHS Lothian's compliance with the Public Records (Scotland) Act 2011 (section 11.8); ongoing work on the 'Unsung Heroes' project to produce a permanent installation in the RIE to improve the environment for patients, staff and visitors (section 7.5), and the successful award of a substantial grant from the WT's RRMH programme to catalogue case notes (section 14.3).

3. User services

3.1. Overview

LHSA enables NHSL to fulfil its legal responsibility to provide access to records under FOI(S)A, DPA and public records legislation, and other relevant guidelines. LHSA also promotes the use of the Archive as an information resource to increase the understanding of the history of health for the benefit of all.

LHSA consistently provides first-rate user services and has a wealth of experience in this area. All users are provided with a reliable and valued service. NHSL enquiries are always given the highest priority.

2011 saw an increase in both the number of enquiries received and the number of academic users consulting LHSA material. The high quality of the user services delivered continued to be maintained despite a reduction in staff available to fulfil this labour-intensive core function. Modification of procedures brought about by increased and improved liaison with the NHSL HRM (Legal Services Division) has developed service efficiencies in line with DPA requirements.

LHSA has seen a growth in its audience throughout 2011, particularly in usage of the website (up 61% on 2010) and through the ongoing investigation of social media: the importance of LHSA's records to this ever-growing audience should not be under-estimated.

3.2. Enquiries

LHSA continues to deliver a very busy enquiries service. Following a reduction in the staffing complement (section 13.4), the initial response time has been increased to within 14 days (ten working days) of receipt. All enquiries falling under the remit of FOI(S)A are answered within the required 20 working days. We record all types of user enquiries in one database (NHSL enquiries about LHSA collection material or local NHSL history; remote enquiries asking for assistance with private/academic/family history research; requests to consult LHSA material in the CRC Reading Room; requests to reproduce LHSA images; requests for professional advice from other archive/library/museum staff; offers of accessions; requests for volunteer or work placements).

The procedure for gaining access to confidential records falling under s.38 of FOI(S)A has been changed this year, with permission for access now managed by the HRM in the NHSL Legal Services Division rather than the Director of Public Health, to comply with the way access to health records is managed by NHSL as a whole. The procedure regarding transmission of restricted records has also been amended to ensure safe transmission by post rather than email; this has had an impact on the time taken to process enquiries involving confidential records.

In 2011 LHSA received 562 enquiries (section 3.6 for comprehensive user statistics). All enquiries involve initial research and administration, and many require in-depth research, photography, and extensive correspondence with the HRM and enquirer when HRM permission is required for access to restricted information.

LHSA has maintained a high quality and efficient enquiry service and consistently receives positive comments from users.

"Your customer service is great! Your handling of my request has been exemplary and I'm very grateful."

"I've now got back to Wales after my research trip to Edinburgh and I wanted to thank you very much indeed for all your help and advice. You pointed me in a lot of very fruitful directions. It has been incredibly productive and I could never have done it without your knowledge and understanding of your archive and how the whole search process works."

“Thanks so much for the information you have sent me about my great grandparents. I am amazed how much you have been able to tell me. My mum and uncle never knew about their grandparents and they are extremely grateful that we have unearthed so much. We now know how they met, what happened to my great grandfather and where he is buried, and even have a photo and a letter.”

“It was a great pleasure to meet you and your colleagues. I must congratulate you in the really amazing service you offer. Thank you so much for sending me the scanned material”.

LHSA continues to provide images for enquirers; in 2011 25% of enquiries resulted in the production of images for use in research, lectures, talks, exhibitions and for publication. This year we have contributed images to the following publications, programmes, exhibitions and online resources.

Books
<i>Women in Medicine in late Nineteenth and early Twentieth-Century Edinburgh</i> , Elaine Thomson, 2011
<i>The Edible Archive Cookbook</i> , Scottish Council on Archives, 2011
<i>An Illustrated History of Scottish Medicine</i> , Dingwall, Hamilton, Macintyre, McCrae, Wright, Berliin, 2011 (Figure 1, page 7)
<i>Leith Hospital Recalled</i> , Citadel Arts Group, 2011
<i>The Use of Outdoor Space for People with Dementia</i> , edited by Annie Pollock and Mary Marshall. DSDC and Hammond Care, Australia, publication date to be confirmed
Journal Articles
<i>Lunacy's Last Rites: Understanding and Mediating the Dying and Deaths of the Mentally Afflicted in Britain, ca. 1700-1900</i> , Jonathan Andrews, 2012
Booklets
<i>SSR leaflet</i> , ARA, 2011
<i>Booklet on Business and Corporate Plans</i> , Scottish Council on Archives, 2011
<i>Information Booklet</i> , De Partu History of Midwifery Group, 2011
<i>Archives Matter</i> , Scottish Council on Archives, 2011
Film
<i>Film shown at Canadian Medical Hall of Fame celebration</i> , Craig Davis, 2011
Online resources
<i>Sir John Struthers</i> , Professor Matthew Kaufman, RCSE, 2011 (book in web only format)
Exhibitions
<i>Tales of a Changing Nation</i> , at National Museum of Scotland, Edinburgh Napier University, 2011
<i>Collective Memories and Collective Dreams</i> , part of the Scottish Mental Health Arts and Film Festival, 2011
<i>Fragments of a Love Story</i> , National Portrait Gallery Edinburgh, 2011
Other
Copies of items from the Paderewski Time Capsule supplied for new time capsule placed at the Royal Victoria Building site

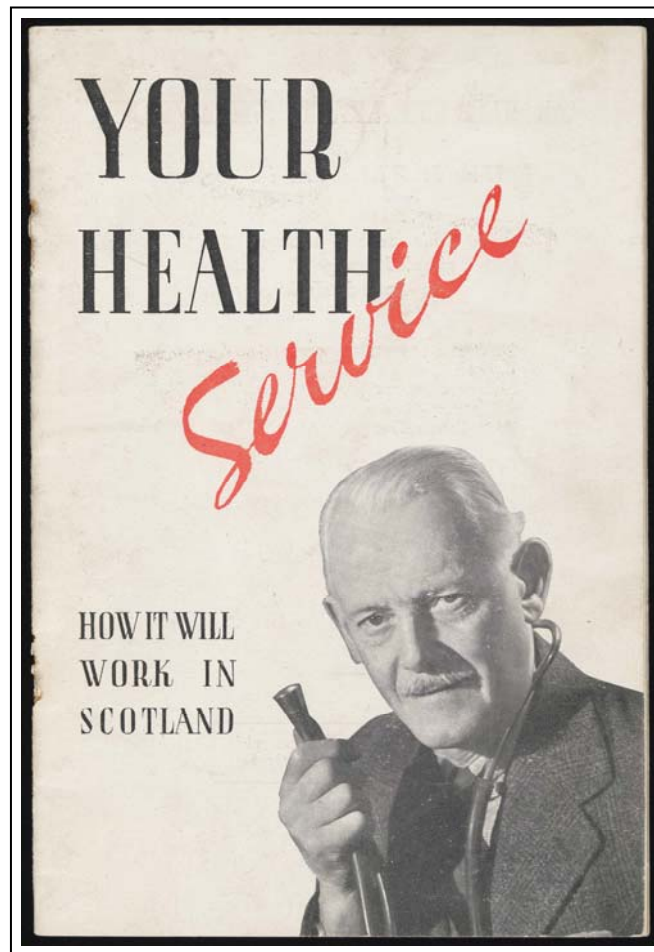


Figure 1: Front cover of 'Your Health Service' reproduced in *An Illustrated History of Scottish Medicine*, LHSA reference: GD1/112

3.3. Reader supervision

LHSA staff participate in the duty rota supervising the CRC Reading Room, currently five x two hour slots per fortnight. The LA (formerly LRA) Reading Room is now supervised by General Collections staff with the result that the CRC (including LHSA) is no longer required to provide this service.

LHSA continues to have a high number of Reading Room visitors who consult records directly (on average 11 readers consulting 108 items per month). These figures do not include the large number of items produced for consultation by LHSA staff in their daily work (section 3.6 for comprehensive user statistics).

Academic research often requires regular preparation of records for user consultation in the Reading Room over a period of months or years. The number of academic researchers has gone up by 21% this year. LHSA material was consulted by academics from 15 institutions across Scotland, England, Ireland and Canada, showing the importance of the collections within UK and Scottish diaspora contexts. Topics of research included: the locational history of lunatic asylums in nineteenth-century Scotland; the social and professional history of Scottish nurses in the Colonial/Overseas Nursing Association, c.1900-1940; birth weight and length in relation to cognition in childhood as part of the Lothian Birth Cohort Studies, and the impact of HIV/AIDS on queer identity 1980-2000.

3.4. Seminars

LHSA continues to be involved in a busy programme of teaching, and facilitating, seminars throughout the year.

- *History in Practice*: LHSA worked alongside Dr Gayle Davis, Wellcome Lecturer in the History of Medicine, School of History, Classics and Archaeology, UE, to deliver a LHSA orientation session (January) as part of an undergraduate 'History in Practice' module. In previous years this has been accompanied by two further seminars to provide an introduction to LHSA and the use of psychiatry records in historical research through displays, lectures and interactive exercises. The 'History in Practice' module was reviewed and extended in 2011. Subsequent liaison with Dr Davis prepared for a new extended format three-part seminar series to be delivered in early 2012.
- *Preservation and conservation: principles and practice*: In February LHSA repeated this seminar, part of the CRC-led MSc in Material Cultures module 'Working with Collections'. This course, now running annually, focuses on collecting rare/unique material, and the subsequent display, conservation and development of those collections. Dissertation support is also offered.
- *Crate packing for transit and collections handling*: LHSA led this seminar in March instructing CRC staff on best practice for packaging archival and rare book materials for transit between EUL and the LA and provided handling best practice guidance.
- *'Unsung Heroes'*: In May LHSA ran a seminar for postgraduate ECA students participating in the 'Unsung Heroes' project (section 7.5). This provided an opportunity to draw from original collection items as inspiration for new pieces.
- *Writing and Using a Preservation Policy*: LHSA participated in this one-day course for library, museum and archive professionals held at the NLS in November, which gave an introduction to the role and requirements of a preservation policy. LHSA's contribution, showcased as an example of good practice, was commissioned by the British Library for this RLUK/PAC-organised event. Comments on the course included:
 - "Just to say thank you again for the great case study you presented yesterday. It was really useful and the group got a lot out of it."
 - "Found the course very useful! Thank you."
 - "Extremely useful day - exactly what I was looking for. Thanks!"
 - "Really good location and contributors. Great to see a course like this run in Scotland."

3.5. Tours

LHSA conducted 11 tours of the Archive in 2011 for NHSL staff and affiliates; archive, library and conservation professionals; visitors; students; academics, and potential and actual depositors.

Particularly significant tours included those for staff from the NHSL Hospitals Division Medico-Legal Records in order to facilitate streamlined working in relation to data protection of NHSL records, for HRH The Princess Royal in her new capacity as Chancellor of the University of Edinburgh, and for staff attached to related history of medicine collections in the region to provide a more holistic approach to user service responses.

3.6. User statistics

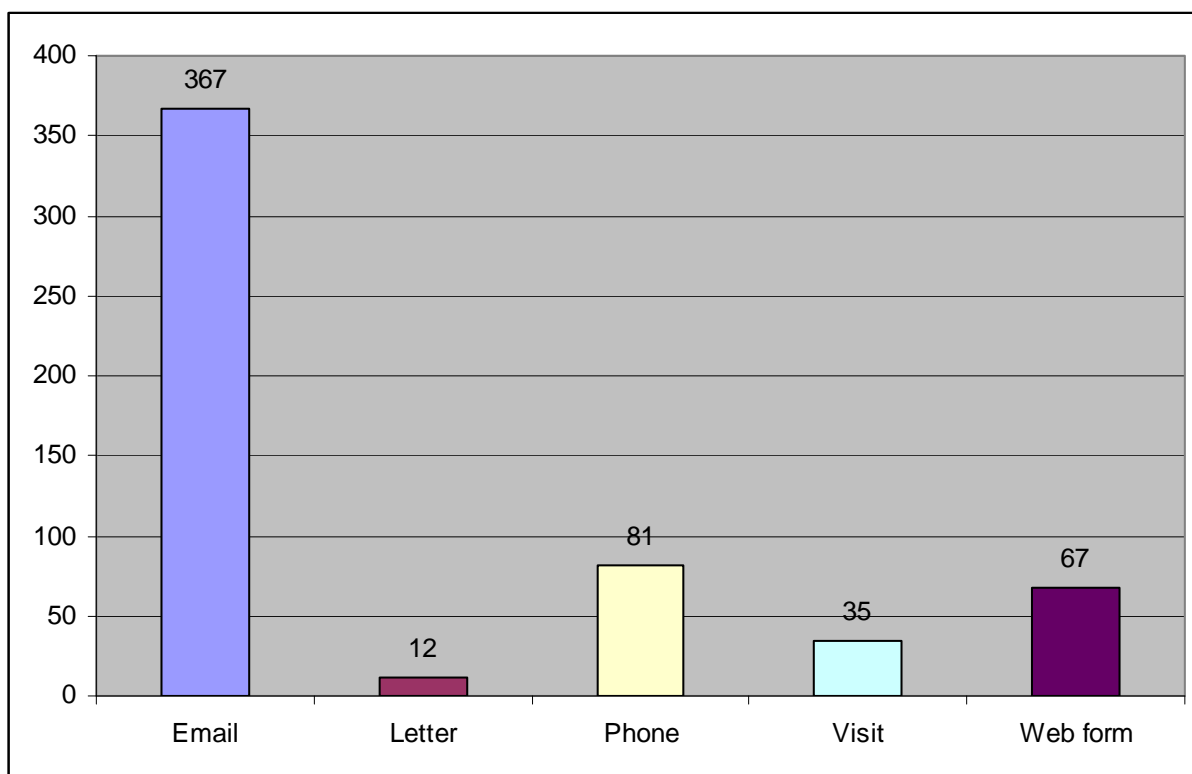
3.6.1. Enquiries

3.6.1.1. Total number of enquiries received by LHS staff

Year	Number
2011	562

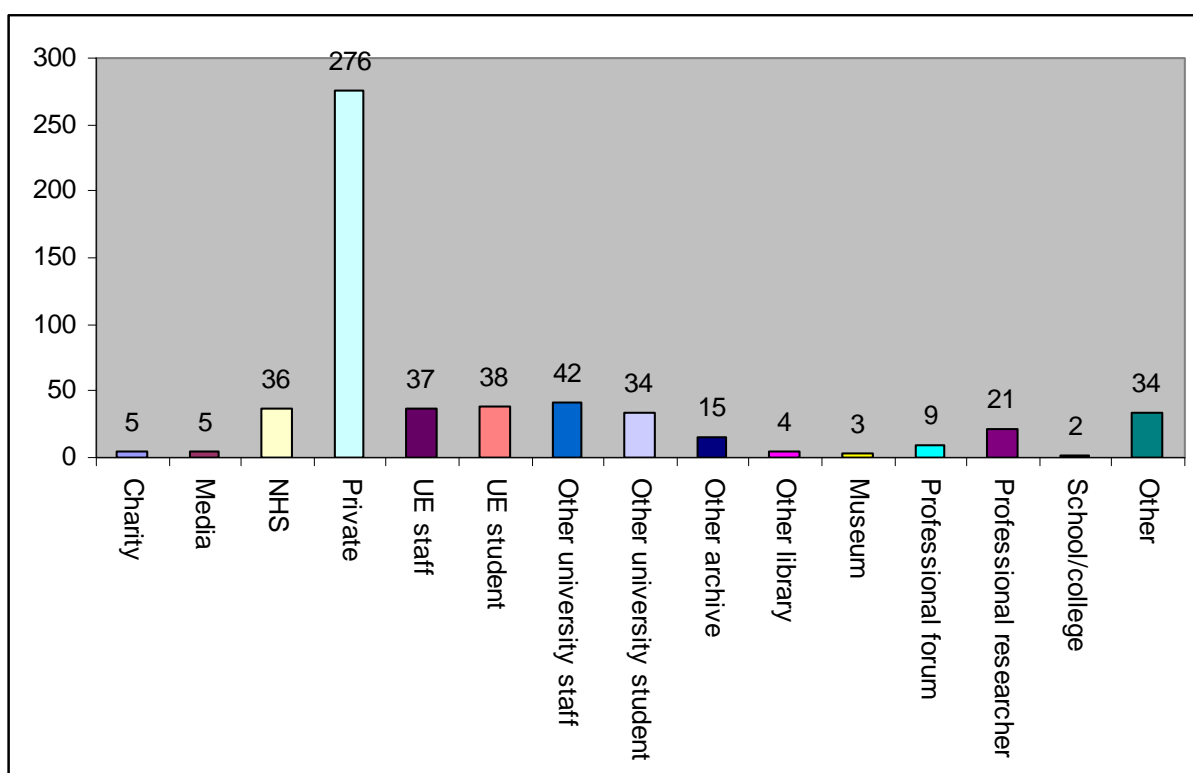
3.6.1.2. Format of enquiries

Format	Number
Email	367
Letter	12
Phone	81
Visit (not including reading room visits)	35
Web form	67
Total	562



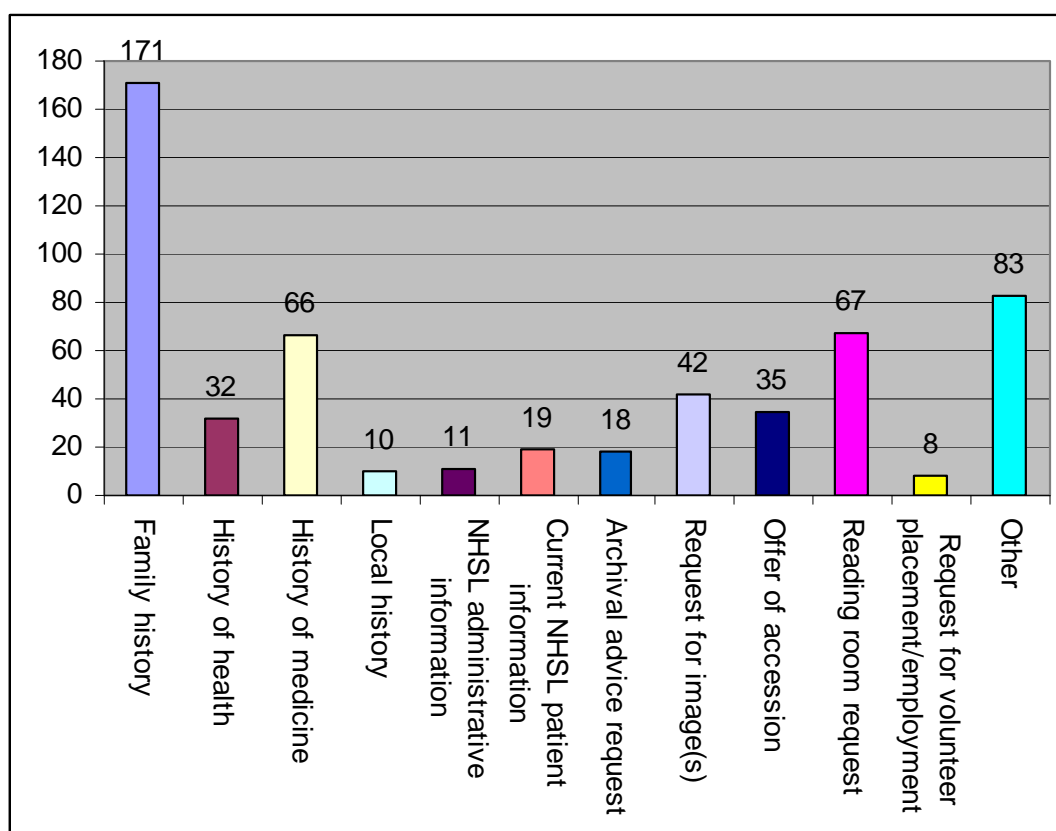
3.6.1.3. Origin of enquiries

Origin	
Charity	5
Media	5
NHS	36
Private	276
UE staff	37
UE student	38
Other university staff	42
Other university student	34
Other archive	15
Other library	4
Museum	3
Professional forum	9
Professional researcher	21
School/college	2
Other	34
Total	562



3.6.1.4. Type of enquiries

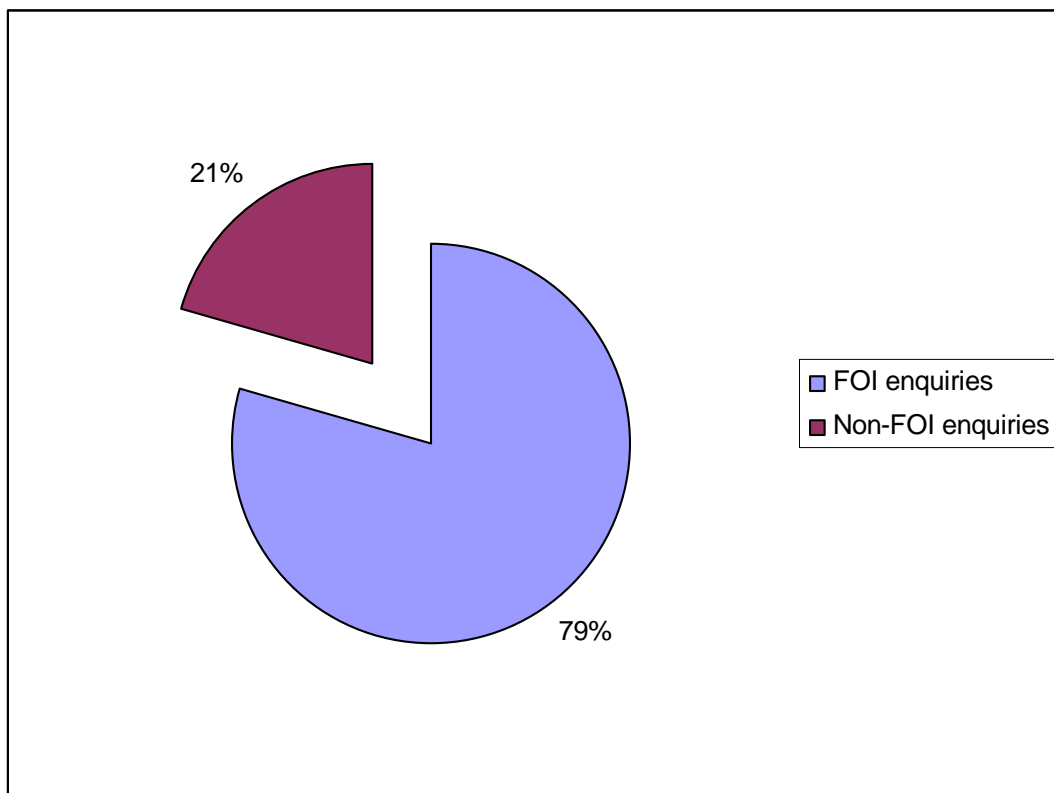
Type	
Family history	171
History of health	32
History of medicine	66
Local history	10
NHSL administrative information	11
Current NHSL patient information	19
Archival advice request	18
Request for image(s)	42
Offer of accession	35
Reading room request	67
Request for volunteer placement/employment	8
Other	83
Total	562



NB. 'Other' includes requests for tours, talks, articles and permission to use images.

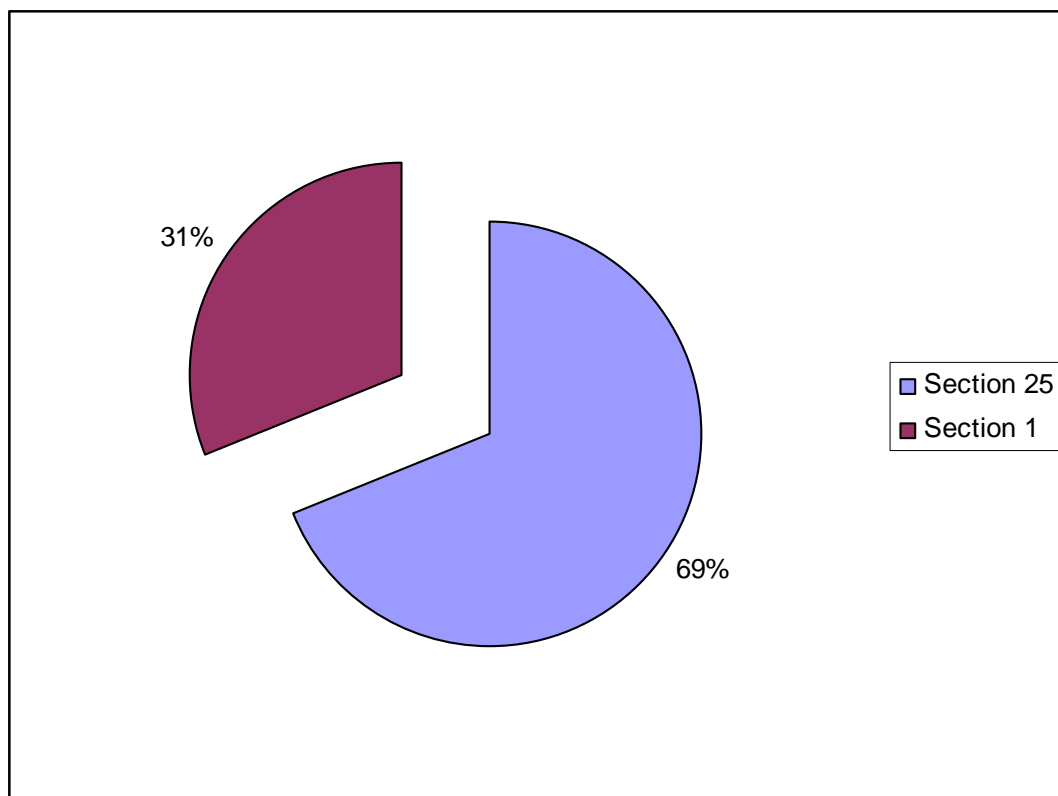
3.6.1.5. Freedom of Information (Scotland) Act 2002

3.6.1.5.1. Percentage of enquiries falling within the remit of the Act



A FOI(S)A enquiry is one which is received in a permanently recordable format, i.e. emails, web forms and letters. Enquiries made in person or by phone are not recordable and therefore are not considered FOI(S)A enquiries.

3.6.1.5.2. Percentage of FOI(S)A enquiries dealt with under Section 1 or Section 25 of the Act

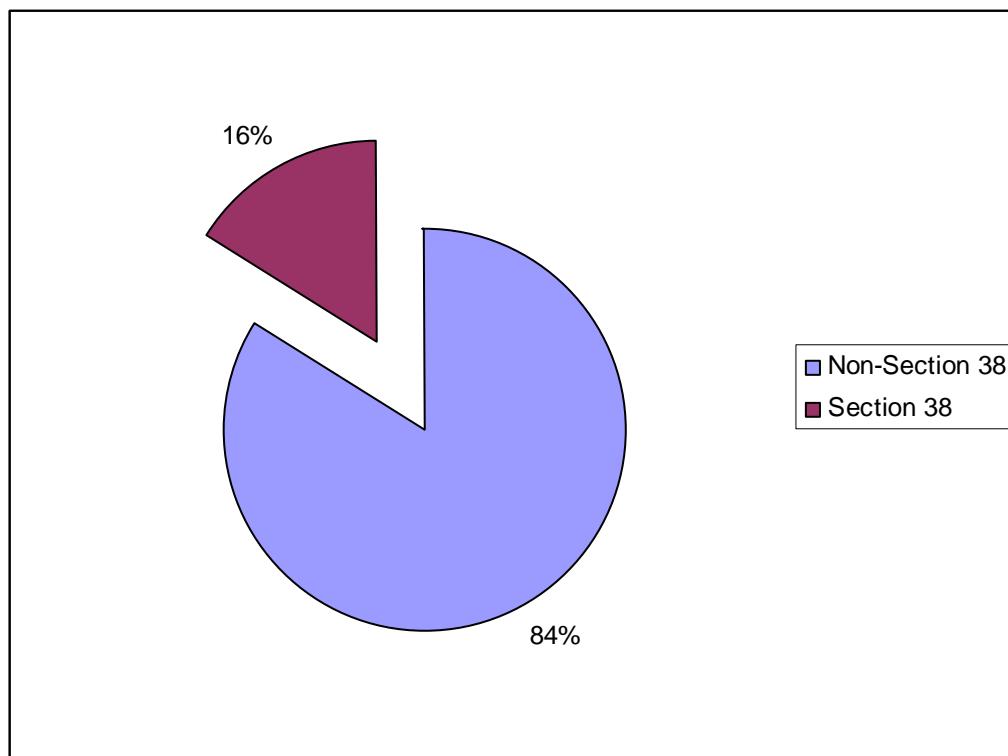


Section 1 enquiry: a formal FOI(S)A enquiry subject to the full terms of the Act, i.e. 20 working-day deadline, right to appeal etc.

Section 25 enquiry: a FOI(S)A enquiry falling under the exemption noted in Section 25, that information requested is otherwise accessible and therefore not subject to the full terms of the Act.

For LHSA purposes, a Section 1 enquiry requests information/material held by LHSA, but which is not catalogued and readily accessible; or information/material held elsewhere. A Section 25 enquiry requests information/material which is held by LHSA and is catalogued and readily accessible.

3.6.1.5.3. Percentage of FOI(S)A enquiries dealt with under Section 38 of the Act



A FOI(S)A enquiry received by LHSA is treated either as a Section 1 or Section 25 request. Either type of request can then fall under the exemption detailed in Section 38 of the Act.

A Section 38 enquiry requests personal information of a living individual or a deceased person’s health record (within the last 100 years), and therefore is exempt from the full terms of the Act. If Section 38 applies, the request will then be dealt with according to the UK Data Protection Act 1998 (personal information of a living individual) or the NHS Records Management Code of Practice 2010 (a deceased person’s health record).

3.6.1.6. Enquiry case studies

1. NHSL

A Medical Secretary from the Pathology Department at the Royal Infirmary of Edinburgh requested a copy of an old biopsy report regarding a current patient.

“I am looking for a copy of a biopsy report from 1975 (24.06.75), number 16337 – xxxxx xxxxx. It would have been the Royal Hospital for Sick Children the biopsy was taken at.”

LHSA response/assistance: LHSA was able to provide a copy of the report from the Royal Edinburgh Hospital for Sick Children to assist with current treatment.

2. NHSL

LHSA was asked for advice on the retention of transplantation records by a member of NHSL staff.

LHSA response/assistance: LHSA was able to refer the enquirer to the relevant section of the NHS Records Management Code of Practice (2010). We also advised that these records have research potential and that LHSA staff would be happy to assess the records to advise on transfer to the Archive at a future date.

3. Family History

"I'm trying to find out any details of my maternal grandfather, DOB 03 June 1887(?) who was an in-patient in Bangour Village Hospital from late 1920s to his death on 05 Aug 1958. I would like to know the initial diagnosis and any information on his life there."

LHSA response/assistance: LHSA informed the enquirer that the records are subject to 75 year closure under the NHS Records Management Code of Practice (2010) and would not become open until 1 January 2034, but an application for access could be made to the NHSL HRM. After identifying the relevant register entries, an application was made and access was granted.

4. History of Medicine (professional research)

"I am an independent researcher, holding a Master of Arts in History from McMaster University in Hamilton, Ontario, Canada. I am currently doing a scholarly research project, under the guidance of Dr J Alsop, Professor Emeritus at McMaster, on the topic of "the social and professional history of Scottish nurses in the Colonial (and then Overseas) Nursing Association, circa 1900-1940". My goal is to research and write two articles for publication in academic journals. I will be in Scotland May 18 – 20th and would hope to make arrangements, if possible, at some point during this time to do some orientation research. To this end, I am writing to enquire what the procedure is for obtaining access to the archives."

LHSA response/assistance: LHSA holds a large amount of material on nursing and the researcher was given access to requested correspondence files but advised that records relating to the training and social background of the nurses were closed for 100 years under the terms of the Data Protection Act. An application was made to the NHSL HRM to gain researcher access to the latter in order to create a database of the nurses' social characteristics. Access was granted on the basis that the researcher complete a Researcher Undertaking Form to ensure that nurse identities would not be released.

5. History of Medicine (academic research)

"I am a second year PhD student working on HIV/AIDS Education in Scotland and Zimbabwe. Part of my research involves analysing campaign materials from leaflets, posters, public statements and texts in various forms that were used in raising awareness and responding to pandemic. I am equally keen to have access to the bill board and messages that were displayed on buses in the early 1980s. I am more than happy to come over to Edinburgh to access and get guidance on the range of the materials that you have."

LHSA response/assistance: LHSA's UNESCO-awarded HIV/AIDS collections contain a vast amount of public health literature, policy documents and campaign materials which we were able to make available as part of this international comparative research.

6. Archival/Conservation Advice

LHSA received an enquiry from an archivist working within another health board archive, asking for advice on dealing with sensitive enquiries, and the role of the archivist in explaining when records may not be extant.

“I’m thinking of compiling some template replies to some of our common enquiries as I think it’ll make things easier in the long run. Burial enquiries are pretty common, especially ones involving babies who have died a couple of days after birth or have been stillborn. I don’t know if you guys have a lot of maternity records but here there are no surviving hospital mortuary books. I was just wondering how you deal with such enquiries (if you get any)? Some people getting in touch find it difficult to accept that there are no records to help answer their queries.”

LHSA response/assistance: LHSA regularly receives enquiries involving records holding sensitive information for individuals and their families. Where records are available, the information has to be approved for release by the NHSL HRM under the terms of the Data Protection Act and dealt with in a professional but tactful manner. Where records are not available at LHSA, we refer enquirers to another potential source of information. On occasion, there will be no surviving records.

3.6.2. Reading Room: number of readers, number of visits made by those readers and number of items produced for consultation

	Reader Visits	Productions
January	48	154
February	48	253
March	42	184
April	11	59
May	13	123
June	12	97
July	22	81
August	10	80
September	6	25
October	37	133
November	14	44
December	19	61
Total	282	1294

3.6.3. Top five LHSA collections used in remote enquiries and by readers

Ranking	Collection Reference	Collection Name
1	LHB7	Royal Edinburgh Hospital
2	LHB1	Royal Infirmary of Edinburgh
3	LHB3	Edinburgh Royal Maternity Hospital and Simpson Memorial Maternity Pavilion
4	PH	Photo Collection
5	LHB44	Bangour Village Hospital

3.6.4. Website

3.6.4.1. Summary

In 2011 the LHSA website was visited 18,498 times, by 14,457 unique users. This is a marked increase of 61% and 74% respectively on the 2010 usage figures.

Visitors to the site consulted, on average, four pages during each visit, spending an average of 2.5 minutes using the site. The majority of users found the LHSA website using a search engine (75%), however, a significant proportion were from referring sites (15%) and direct traffic (10%).

The majority of visitors continue to be UK-based, followed by a large number from the US, Australia, Canada and Ireland. However, there were visits from 114 countries in total, from as far afield as the Philippines and India. Again, this demonstrates a wider demand for the LHSA website, with users from an additional 31 countries as compared to 2010.

3.6.4.2. Top five pages viewed

Ranking	Page	Link
1	Search Our Collections: Index	www.lhsa.lib.ed.ac.uk/collections/index
2	About LHSA	http://www.lhsa.lib.ed.ac.uk/about/index.html
3	Online exhibitions/resources	http://www.lhsa.lib.ed.ac.uk/exhibits/hosp_hist/hosp_hist_index.htm
4	Search Our Collections: NHS Hospitals and Administrative Bodies	www.lhsa.lib.ed.ac.uk/collections/LHB_list
5	Services and Access: Index	www.lhsa.lib.ed.ac.uk/services/index

4. Accessions

4.1. Overview

LHSA collects historically important NHSL records to comply with NHSL's legal responsibility to permanently preserve public records, and to preserve the corporate memory of the Lothian Health Board.

The rise in accessioning to the Archive is to be celebrated, and ensures the collection remains relevant: LHSA has established and developed good relationships with NHSL contacts who regularly transfer material. Items are also received from private donors who find LHSA independently; and they are also accessioned in the course of other LHSA business, e.g. after talks and seminars, or after visits to the Archive.

In 2011 the Archive has built new relationships to facilitate wider and meaningful accessioning, and saw the first new accession as a result of the audience development facilitated by the LHSA blog. This ongoing accessioning can only enhance the LHSA collection,

but it should be noted that it creates additional administration, appraisal, transportation, preservation and cataloguing work. It also places demands on the limited expansion space available in LHSA repository areas.

4.2. 2011 activity

LHSA has received 41 accessions this year, including a high number of nursing badges as a result of participation in the 'Unsung Heroes' project (section 7.5), increasing the size of the Archive by an estimated 13.3 linear metres. Accession details are recorded in a custom-designed database.

Year	Number of accessions
2011	41
2010	52
2009	30
2008	29
2007	23
2006	17

4.3. List of accessions

Accession reference	Description	Status of accession
11/001	UE: Report on the Department of Medicine by Professor Sir Stanley Davidson	Transfer
11/002	Private donor: RIE leather nurse's gloves and laundry bag	Gift
11/003	NHSL: Draft Board Minutes (bi-monthly accrual)	Transfer
11/004	NHS NSS: Current Awareness Bulletin (monthly accrual)	Transfer
11/005	Private donor: RIE bicentenary invitation card	Gift
11/006	Private donor: RIE glasses	Gift
11/007	Private donor: ERMH Indoor Case Books and Birth Registers (microfilm)	Gift
11/008	RIE Samaritan Society 132 nd Annual Report	Gift
11/009	Medical Officer of Health Reports; Director of Public Health Reports; Department of Health for Scotland Reports	Transfer
11/010	South Lothian College of Nursing: various papers and objects	Gift
11/011	Private donor: RIE Annual Report; REHSC photos	Gift
11/012	Pelican Association: the Pelican Journal (annual accrual)	Gift
11/013	Private donor: The Bacillus newspaper	Gift
11/014	Private donor: Nurse training material	Gift
11/015	RIE Volunteers: Papers	Transfer
11/016	Private donor: EGH test tubes	Gift
11/017	RIE Volunteers: Badge	Transfer
11/018	RIE School of Nursing: Badge	Gift
11/019	Private donor: Nursing badges, certificates and equipment	Gift
11/020	RVH: Publications	Transfer
11/021	RIE Volunteers: letter	Transfer
11/022	Private donor: Papers of Dr Anne McLeod Shepherd	Gift
11/023	St John's Hospital: Posters relating to the history of Bangour and St John's Hospitals made for St John's History Project	Transfer
11/024	NHS NSS: Various objects	Transfer
11/025	Private donor: nursing badges	Gift
11/026	Artlink Edinburgh: The Morningside Mirror	Transfer
11/027	Private donor: RIE postcards and photos	Gift
11/028	Private donor: RIE School of Nursing badges	Gift
11/029	RIE Arts Committee: Negative of etching of RIE building designed by Adam	Transfer

11/030	Oor Mad History Project: oral history recordings	Gift
11/031	Private donor: RIE Our Record of Service souvenir brochure	Gift
11/032	Private donor: Edenhall objects produced by patient	Gift
11/033	RIE: Medical staff handbook	Transfer
11/034	WGH: RIE dermatology patient records	Transfer
11/035	RIE: Florence Nightingale letter, photo and drawings	Transfer
11/036	Private donor: additional WW1 Leith Roll of Honour related material	Gift
11/037	Private donor: souvenir commemorating RIE School of Nursing Trained Nurses 55 th reunion	Gift
11/038	Private donor: WW1 and WW2 nursing photos: to be confirmed	Gift
11/039	NHSL: Edinburgh Foot Clinic AGM Programme & photo of Duke of Kent visit	Transfer
11/040	WGH: Further RIE dermatology patient records	Transfer
11/041	NHSL Health Link newspaper (East, Mid and West Lothian and Edinburgh editions)	Transfer
11/042	NHSL: Clinical Effectiveness Team reports	Transfer

4.4. Case studies

Oor Mad History Oral History Project (Acc 11/030): Oor Mad History is a NHSL-funded community history project celebrating the achievements of the mental health service user movement in Edinburgh and the Lothians. The project, started in 2008, has so far recorded interviews with over 70 service users and activists, and collected a body of written material which continues to grow. Digital copies of the interviews and transcripts have been transferred to LHSA for long-term preservation on CD and with back-up to LHSA's hard drives. Future accruals are expected as this important living archive continues to grow.

The Bacillus (Acc 11/013): The Bacillus, a humorous evening paper which ran to four editions in November 1905, was produced to raise money for the RVH and coincided with a fundraising fair held at the Waverley Market under the patronage of Queen Alexandra. The name presumably refers to the tubercle bacillus (TB) discovered as the cause of the disease which the RVH was founded to treat. Its provenance is slightly unusual: it was discovered at a car boot sale in Dorset, sold by a person involved in house clearances. After research on the part of the purchaser, it has been gifted to the Archive for posterity. The accession raised local media interest (a detail is shown in Figure 2).



Figure 2: The 'Bacillus' discovery as reported in the Edinburgh Evening News, 6 April 2011
LHSA reference: Acc 11/013

RIE Volunteers papers (Acc 11/015): the RIE Volunteers disbanded in 2010 after 72 years of voluntary service to the RIE, including the provision of an information desk, a cafeteria and the making and mending of garments. This accrual transferred all of the organisational papers including minutes, AGM papers, correspondence and photos to the Archive for permanent preservation.

RIE Dermatology Records (Acc 11/034): this accession comprises 60 boxes of patient index cards and case notes, originally from the RIE Lauriston site, subsequently transferred to the WGH in 2002. Covering the years 1904-1967, they complement an earlier accession from the same department and comprise an unrivalled resource for potential research into twentieth-century dermatology treatment.

5. Cataloguing

5.1. Overview

LHSA catalogues NHSL's historical records to make them readily available to their staff and other users, and to comply with its responsibilities as a public body under FOI(S)A and other public records and access to information legislation.

Cataloguing is one of LHSA's most important functions but, like many archives, it does not receive the necessary attention due mainly to the pressures of user enquiries. The fixed-term Assistant Archivist post funded by a WT grant in 2009-10 came to an end in February 2011 and, as a result, progress in this area has been at a reduced level. Nevertheless, the development and enhancement of a volunteer programme has meant that this vital work remains ongoing (section 13.6). Collections for volunteer cataloguing are chosen carefully to ensure that the level of experience and skill required to produce entries for often complex material is in line with the capabilities of the volunteer, and extensive training, supervision and quality control is undertaken by LHSA staff. While volunteers have supported this key core service they are not a replacement for professional, qualified staff dedicated to the LHSA collections.

5.2. 2011 activity

2011 has seen a reduced cataloguing output compared with 2010 as a result of the end of the fixed-term Assistant Archivist post in February 2011 (see section 13.3). Nevertheless, staff and five volunteers have created just over 1,000 individual item level catalogue descriptions. The cataloguing backlog continues to be tackled; taking into account the cataloguing completed in 2011 compared with total holdings (including new accessions received in 2011, section 4.3), 75% of the total LHSA collection is catalogued to item level. (Please note that this figure does not include LHSA's collection of c.1 million case notes.)

Collections are catalogued to the professional archival standard (ISAD(G)), which are created as Word documents and then made available to our users in hard copy or via our website. Collections have been catalogued according to our priority-led plan (focussing on NHSL administrative material and collections previously completely un-catalogued). Over the course of the year, work has continued to concentrate on REH material in preparation for the bicentenary celebrations (2009-2013), as well as on the photographic collection and a

substantial number of architectural plans which had previously undergone conservation treatment.

Significant developments include the following.

- The review of LHSA image collections which commenced in 2010 continued with nearly 250 entries to the new photographic finding aid in 2011 (Figure 3). Work has started on converting the legacy photographic index cards to digital format, with approximately 38% converted in 2011.
- The case note re-ordering project has continued in 2011, with a further 58,000 completed bringing the total reviewed, checked and re-organised to over 305,000 case notes. As well as the re-ordering of the collections, additional descriptive information has been collated which will support the future review of catalogue descriptions for all LHSA case note collections.
- REH plans, as well as a large number of REHSC, RIE and WGH plans have been catalogued: 153 in total.
- Cataloguing of the REH case book enclosures continues with c.65% of enclosures from the 120 case books completed.
- The cataloguing of all outstanding objects has been completed: 109 in total which have also been photographed and re-housed.
- A complete list of LHSA's accessions awaiting cataloguing is under development for the website, ensuring that every LHSA collection is described online. This will bring these collections under the s.25 exemption to FOI(S)A and improve access. To date, uncatalogued accessions relating to 40 organisations and 13 individuals have been added to the website in alphabetical order (as opposed to LHSA's alpha-numeric reference number), which is considered more user-friendly.
- Source lists for specific topics have been created to guide website users to relevant collections. This work is ongoing, and in 2011 two new source lists were produced for the UNESCO-awarded Edinburgh and Lothian HIV/AIDS Collections and LHSA collection material relating to the two World Wars.



Figure 3: Craig House detail, LHSA reference: PH39 (from GD1/60)

5.3. List of catalogues created/updated

New catalogues completed	
GD1/136	Drawings of Stanley Gimson
GD1/137	Annie Nicolson, Nurse
GD1/138	Mary Bennett, Nurse
GD46	National Coal Board Medical Cards
Additions to existing catalogues	
LHB1	RIE
LHB4	Chalmers Hospital
LHB5	REHSC
LHB7	REH
LHB8	Bruntsfield Hospital
LHB12	Deaconess Hospital
LHB13	WGH
LHB23	City Hospital
LHB30	PMRH
LHB35	Astley Ainslie Hospital
LHB36	Gogarburn Hospital
LHB53	Health Management Library and Information Service, National Services Scotland
LHB56	NHSL
LHB60	New Royal Infirmary of Edinburgh Project
GD1/60	Jill Birrell, Clinical Psychologist
GD1/81	James Allan Gray, Medical Practitioner
GD28	Martin Eastwood, Hospital Historian
GD32	Gordon Leitch, Medical Practitioner
PH	Photographic Collection
	Objects Database

5.4. Case studies

REH (LHB7): 139 architectural plans covering all aspects of the buildings' interior, exterior and grounds, have been catalogued. They cover the period 1875-1970 and have been listed to item level, increasing the number of plans for this well-used collection by 150%.

Jill Birrell, Clinical Psychologist (GD1/60): this significant collection of oral history testimonies dating from 1993 of staff and volunteers at the REH's Craig House was previously only box listed. A full cataloguing project started in 2011 with the result that summaries of all 21 interviews and full transcriptions of three have been created, along with full listings for Jill Birrell's accompanying papers and photographs. The research potential of this collection is great; it contains the memories of medical, nursing and administrative staff, volunteers and Thomas Clouston's grandson from the 1920s to 1990s. It is anticipated that the new accessibility of this collection will be utilised in the REH bicentenary celebrations and commemorations in 2013.

These catalogues can be viewed online at: www.lhsa.lib.ed.ac.uk/collections/LHB_list.htm and http://www.lhsa.lib.ed.ac.uk/collections/GD_list.htm.

6. Preservation and conservation

6.1. Overview

LHSA conserves its holdings to ensure that NHSL's public records and the collective memory of Lothian Health Board are permanently preserved and always accessible when required.

Preservation and conservation activity for 2011 has been at a reduced level as compared to previous years. This is largely as result of the Paper Conservator's modified role for the period of this report (section 13.1).

Nevertheless, preventive conservation measures to ensure the stability of the collections have been maintained throughout, and work to improve the condition of prioritised items through interventive conservation treatments has been undertaken. In the case of the latter this has seen a moderate rise in output as compared to 2010. This is a result of efficiencies across the LHSA service, along with the continued volunteer presence in the conservation studio, that have enabled the Paper Conservator to increase focus on this area.

6.2. Core work

Core work has largely concentrated on preventive conservation of the collection, with extensive re-housing to provide suitable long-term storage. This has included the provision of secondary protection for all new accessions, and newly-catalogued material where necessary. The ongoing work to re-house the glass plate negative collection has meant that c.16,000 of these fragile items are now properly preserved. This represents a 1,500 increase on the total number of plates re-housed at the end of 2010, and sees one sub-section of the glass plate negative collection completed: accession 02/020 (Centre for Reproductive Biology, UE).

Interventive treatment has largely been directed by user/staff demand. This work primarily addressed problematic handling as a result of current condition, for example the removal of dormant mould and surface cleaning. An example includes the work to rehouse case notes in the Struthers series to enable user access. The user subsequently commented, "My sincere thanks for the hours of work [that] must have put in to make them so easily accessible. The files and box system worked very well".

Remedial work, including humidification, pressing and repair, has also been undertaken on architectural plans and rolled items removed from the collection during the MLRP (2006 decant).

The programme of conservation treatment of bound volumes continued in 2011. Particular highlights include work to items relating to the REH in order to prepare the collection in advance of the Hospital's bicentenary and an anticipated increase in usage. This includes patient records, for example, case books and registers of admissions, discharges, and deaths, along with volumes that concern the administrative history of the Hospital, largely dating from the nineteenth century.

All conservation of bound volumes is based on a comprehensive 2006 condition survey in order that those items most urgently requiring repair are prioritised and limited funds are made best use of. In addition to the REH volumes, 20 nineteenth-century volumes of the

Phrenological Journal and four volumes of Deaconess Hospital district nursing case books from the first half of the twentieth century were treated.

Work to secure the long-term preservation of original items through the production of microfilm surrogates was maintained, with continued work on the REH case books (LHB7/51/3-14), which were also digitised as TIFFs to meet anticipated demands for access and supplement website content.

The work to rebind volumes and produce surrogates carried out by external contractors was commissioned before 2011, with a limited allocation from the 2011-12 annual budget. In the main it was funded by more generous running cost allocations made in former years.

6.3. Project work

Opportunities for project funding for conservation/preservation activity have been increasingly constrained; however, LHSA's involvement with the RRMH programme has been maintained through continued discussion with the WT regarding future project prospects.

6.4. Other

LHSA continues to produce written and photographic documentation of all conservation activity.

The preservation and conservation work carried out by LHSA in recent years has created a reputation for excellence and expertise, and advice is regularly sought from external agencies. The WT refer applicants to their RRMH programme to LHSA for guidance on the preservation components of their bids.

This expertise was further exemplified by the PAC request that LHSA input to their training day titled *Writing and Using a Preservation Policy* (section 3.4).

RH, an accredited conservator, successfully mentored Emma St. John (RCAHMS) through the PACR process (April to October 2011), and preparatory work to mentor a previous LHSA employee, Katrina Redman, in 2012 was undertaken.

7. Outreach and cultural engagement

7.1. Overview

LHSA promotes the use of LHSA collections and uses them to engage with the NHSL patient and wider community. The material held, coupled with LHSA staff expertise, is a vital resource in facilitating work and projects undertaken by other NHSL staff based on the collections.

LHSA has had another busy year in this area, with all members of the team involved. LHSA has been delighted to give talks and contribute to a number of exhibitions and projects during 2011, bringing LHSA to a variety of different and new audiences. LHSA will seek to build on these relationships in 2012 to strengthen existing links and further raise its profile, particularly within NHSL and with the local press.

LHSA has seen two notable successes in this area: an increase in social media activity to engage with, and develop, LHSA’s audiences (section 8.3) and the inscription of the Edinburgh and Lothian HIV/AIDS Collections to the UNESCO UK Memory of the World Register (section 7.2). This award is a significant achievement for LHSA and recognises the importance of the collections for our shared documentary heritage.

7.2. UNESCO UK Memory of the World registered collections

In January 2011 LHSA nominated its Edinburgh and Lothian HIV/AIDS Collections to the UNESCO UK Memory of the World Committee for inclusion in the UK Memory of the World Register. This highlights documentary heritage which holds cultural significance specific to the UK, and raises awareness of this exceptional material:

(www.unesco.org.uk/2011_uk_memory_of_the_world_register).

LHSA’s nominated collections relate to the fight against HIV/AIDS in Edinburgh and Lothian, one of the most serious threats to public health to emerge in the late-twentieth century. They document the measures taken by health authorities, charities and local government working together to identify those infected, provide treatment and care, and prevent the infection from spreading. LHSA actively sought to collect the policy documents and educational resources produced: they are unique and of world importance in understanding the historical response to this disease (Figure 4).

LHSA’s Edinburgh and Lothian HIV/AIDS Collections were inscribed to the Register on 23 May 2011, followed by an official award ceremony held at the Parliamentary Archives on 5 September. The LHSA award was presented by David Dawson, UNESCO UK Memory of the World Committee Chairman, and received by Brian Smith, Bishop of Edinburgh, (Committee member). Also present was Dr Hywel Francis MP, Chair of the All-Party Group on Archives and History (Figure 5, page 26).

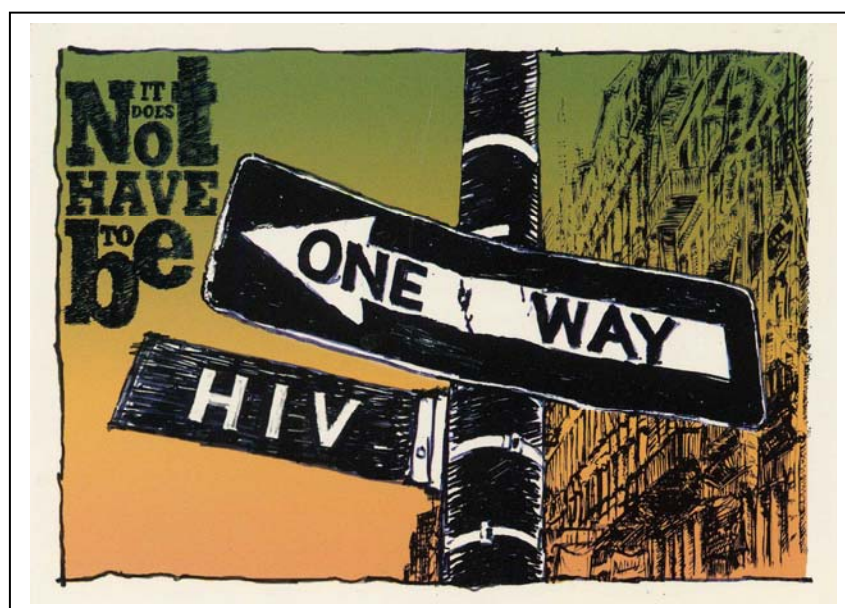


Figure 4: Example of a postcard in the UNESCO-awarded collections



Figure 5: The presentation of LHSA's UNESCO award

LHSA has sought to highlight this significant achievement. A plaque has been mounted in the CRC reception and articles have been printed in the *Scotsman* (May 2011), *ARC*, the newsletter for ARA (September 2011), the *Glasgow Herald* (September 2011), *Connections* (October 2011), and *Retour*, the newsletter for the Scottish Records Association (autumn edition). In order to promote the recognised value of these collections, a source list has been produced which is highlighted on the LHSA home page and available online (section 5.2).

The success of LHSA's application to the UNESCO UK Memory of the World Register has also attracted wider interest in the archive sector: the award was featured in a SCA blog post in October 2011, and an image from the awarded collections has been used by ARA SSR for their promotional brochure (September 2011).

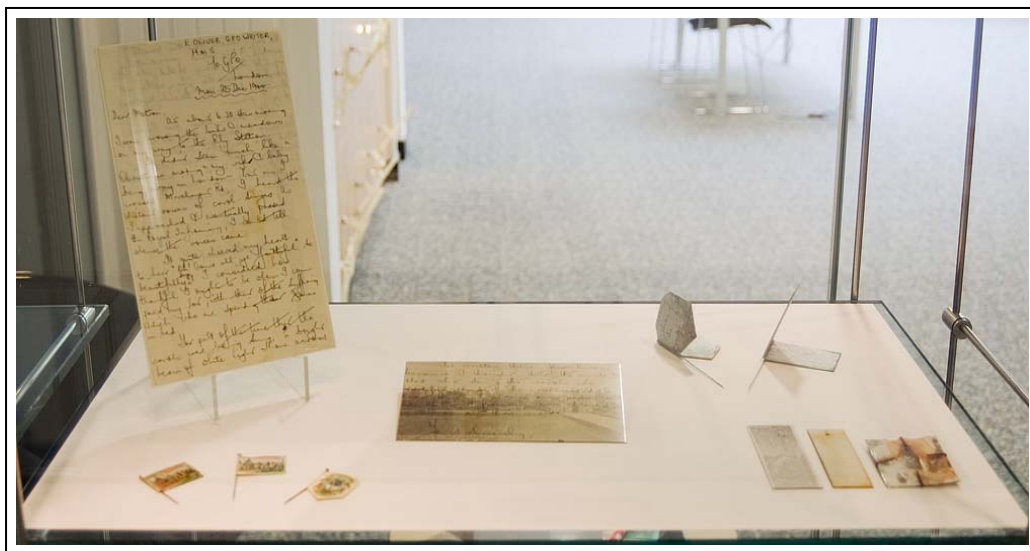
The award has also been used to add a historical dimension to the NHSL press release for World AIDS Day, 1 December 2011.

7.3. Exhibitions

- *'The Royal Edinburgh Hospital Case Books'*: LHSA material was on display in the CRC Reading Room exhibition case in January and February 2011. This showcased both the items and the work to produce microfilm and digital surrogates of them to improve access. This followed on from the previous CRC Reading Room display in which festive-themed LHSA material was on view for the Christmas and New Year period.
- *'Bring a Badge Day'*: on 10 February 2011 a selection of LHSA's enamelled nursing and hospital badges were displayed in the Sanctuary, RIE, as part of the 'Unsung Heroes' project. The badges generated discussion and oral history testimony to serve as source material for the creation of new pieces (section 7.5).
- Four images relating to TB were provided for use in an Edinburgh Napier University curated exhibition titled *'Tales of a Changing Nation'* held at the National Museum of Scotland from April to October 2011.
- *'Unsung Heroes'*: LHSA collection items were exhibited alongside preparatory and final pieces created by ECA staff and students as part of the 'Unsung Heroes' project. The

exhibition ran from 16 August, with an extension due to demand, to 7 November 2011. Contemporary technology was used to provide context and access to additional material: QR tags led to excerpts of oral history interviews on the accompanying 'Tales of Things' website: www.talesofthings.com/search/?q=unsung+heroes. Situated in the CRC's display wall, this eye-catching exhibition was visible to all those who used the Reading Room and also proved popular with an external audience, particularly those in the nursing community.

"I enjoyed the exhibition – it is so important to preserve the memorabilia from yesteryear."



Figures 6, 7 and 8: The 'Unsung Heroes' exhibition in the CRC display wall

- *'Collective Memories and Collective Dreams'*: in October 2011 a number of LHS's images of Bangour Village Hospital were displayed as part of the Scottish Mental Health Arts and Film Festival in an exhibition hosted by the North Edinburgh Arts Centre.

- Open Day at the Radiotherapy Department, WGH (19 November 2011): to celebrate 2011 as the year of radiotherapy, LHSA loaned 'The Ever Open Door', a silent film produced in 1938 to demonstrate the work of the RIE's specialist departments.
"[The film] caused great interest and delight among my colleagues. I would like to thank you for all your help with my research that helped us produce a fantastic time line for the history of radiotherapy in Edinburgh. I only wish I had more time to sit and go through everything [in LHSA's collections] as there is lots of material."
- *'Masterpieces II'*: preparatory work for the second in a programme of three exhibitions to showcase to be held in the EUL showcasing treasures from UC began towards the end of 2011. Scheduled for March to May 2012, it will include examples of outsider art from LHSA's collections.

7.4. Talks, presentations and articles

- *'The RIE and women, 1870-1950'*: talk given to Balerno Women's Guild on 16 February 2011 and repeated for Corstorphine Women's Guild on 1 November 2011.
- *'Volunteer Management: Learning Curve'*: presentation given at the Heritage Volunteer Organisers Conference, Glasgow, 18 February 2011 (see section 13.6).
- *'Portobello and Edinburgh through the eyes of a health archivist, 1900-1950'*: talk given to Portobello Local History Society on 2 March 2011.
"Thank you very much for your very interesting talk last night. I didn't realise so much was available for Portobello. Maybe one day I'll get round to looking at the health records and building a picture of the health of our previous community members. Our members also enjoyed your talk very much, indicated by the number of questions they asked."
- *'Lothian Health Services Archive Midwifery Records'*: talk given to the De Partu History of Childbirth Group, 2 June 2011.
- *'Lothian Health Services Archive: starting out in social media'*: presentation given at the ARA conference 'Engage, Share, Participate: Widening Learning and Access to Archives through Social Media' on 13 June 2011.
"I would like to say thank you for your presentation at our annual conference on Monday. You will be pleased to know that the questionnaires provided very positive feedback about the day and particularly about the relevance and usefulness of the presentations."
- *'Nursing at the RIE: a snapshot 1870-1950'*: talk given to the 55th reunion of RIE-trained nurses on 3 September 2011.
"Thank you so much, once again, for giving us such an interesting talk. I'm sure we all wish we'd had a longer time because it was fascinating."

LHSA staff have also been involved in the preparatory work for a WT and Scottish Executive-funded NHS Lothian lecture series to celebrate the bicentenary of the REH. The outline programme was confirmed in 2011, laying the foundation for further planning in 2012, with the lecture series due to run October 2012 to June 2013. The lecture series aims to engage a wider public audience, as well as those specifically interested in the history of psychiatry, and will illuminate aspects of the rich and diverse history of the REH from the early-nineteenth century to the present day.

7.5. 'Unsung Heroes' project

In 2010 LHSA began working in partnership with Gingko Projects, the RIE Arts Committee and ECA to deliver a major new project focusing on LHSA's historic collection of enameled badges which relate to nursing, hospitals and healthcare. The badges, additional LHSA records and oral history testimony collected from current and retired nurses, serve as inspiration for contemporary pieces created by ECA staff and postgraduate students. A selection of badges

and the new artworks will go on permanent display in the RIE in 2012, improving the environment for patients, visitors and staff.

2011 saw a number of significant milestones achieved in advance of project completion:

- The 'Unsung Heroes' *Bring a Badge Day* on 10 February 2011 (section 7.3).
- A final seminar for ECA students providing access to primary source material (section 3.4).
- Steering group agreement on case design and construction.
- A temporary exhibition in the CRC showcasing the project and the contemporary pieces created to date, which ran from August to November 2011 (section 7.3).

The project generated wider interest with articles about the temporary exhibition printed in UE's *BITS* (spring edition), SCA's *Broadsheet* (August 2011 edition), the *Edinburgh Evening News* (31.08.11) and the *Glasgow Herald* (16.09.11).

7.6. Other

LHSA continued to raise its profile internally within NHSL and UE, as well as externally. In addition to the work described in sections 7.2 – 7.5 the following were undertaken.

- Increased, and wider, distribution of the LHSA Annual Report for 2010 within NHSL, UE and other health records archives across the UK.
- Development of Web 2.0 functions to improve LHSA's online presence (section 8.3).
- Contribution to other online websites and portals, for example provision of top-level finding aids to the SPIRIT project (promoting access to 'hidden' Scottish University collections, which went live on 28 October 2011 (www.umissearch.org.uk/)).
- Distribution of LHSA promotional material (bookmarks, pencils and postcards) at events and to visitors.
- Regular contact with NHSL *Connections* newspaper to contribute ideas for stories, images and supporting information for articles.
- Provision of surrogate copies of Acc10/014 (Paderewski Time Capsule) to be placed in a new time capsule at the Royal Victoria Building site.
- Contribution of supporting information regarding the LHSA collection to a potential RLUK digitisation JISC project on public health, July 2011 (section 11.5).
- Contribution of the RIE's invalid fruit tart recipe to SCA's 'Edible Archive' (section 11.8), which was subsequently used on the BBC Radio Scotland website, July 2011.
- Contribution of images of LHSA collection items to support further SCA initiatives (publicity leaflet, advocacy document and at the SCA stall at the ARA annual conference, section 11.8).
- Participation in the Scottish Association of Family History Societies Fair, 25.06.11.

In addition to the above, LHSA' blog generated significant press interest and 15 individual *Edinburgh Evening News* articles as follows:

Date	Topic
22.03.11	LHSA's Florence Nightingale letters available online via 'page-turner'
06.04.11	New LHSA accession, 'The Bacillus', a newspaper created to raise funds for the RVH in 1905
08.04.11	LHSA's work to re-house glass plate negatives relating to teaching of obstetrics at UE 1950s-1970s
17.05.11	LHSA's work to digitise Royal Medical Society negatives
09.06.11	LHSA's RIE administrative files containing reference to nursing and hospital rules
15.06.11	LHSA's work to make a collection of HIV/AIDS postcards available online
17.06.11	LHSA's midwifery records
19.07.11	LHSA's work to treat mould-damaged REH records
12.08.11	LHSA's work to digitise film-based x-rays
16.08.11	LHSA's user services
23.08.11	LHSA's work to catalogue the papers of Amelia Nyasa Laws, medical practitioner, 1899-1979
30.08.11	LHSA's Andrew Kennedy drawings
31.08.11	'Unsung Heroes'
22.09.11	LHSA's work to catalogue photographs from the Edinburgh Dental Hospital and School
26.09.11	LHSA's volunteer programme

8. Web and IT

8.1. Overview

LHSA maintains and develops its website, an essential tool for delivery of LHSA core services. It makes available all collection catalogues and provides information about the services we provide. The online catalogues and associated search functions are vital for users and staff alike. The website is also used to promote the services we offer, to showcase the collections we hold and to raise the profile of the Archive and NHSL, thereby engaging new and existing local, national and international audiences. This is clearly demonstrated in the dramatic increase in users of the LHSA website in 2011, up 61% on the previous year. LHSA also keeps abreast of other IT innovation to ensure that its digital resources are protected and remain accessible.

2011 has seen LHSA continue to experiment with Web 2.0 functionality enabling social interaction, collaboration and audience development on the web, and has been at the forefront of the application of these functions within the archive sector. LHSA has also seen this activity start to impact on other services with the first accessions generated through the blog in 2011 (section 4.1).

It is vital that LHSA monitors responses to, and continues to progress with, this work. Online innovations are constantly developing and LHSA must not be left behind. Equally, the LHSA website itself must continue to develop, and to this end 2011 saw the start of phase two of the website redevelopment to accommodate the new avenues of audience interaction and development facilitated through the blog, Facebook and Flickr. LHSA has also focused on its other digital resources, in all formats, and has worked to ensure that they are created, organised, preserved and used appropriately.

8.2. LHSA website

www.lhsa.lib.ed.ac.uk

LHSA has continued to add regular updates and new content to the website, with particular focus on keeping the home page current, providing new source lists (section 5.2) and uploading new catalogues to the *Search Our Collections* page as soon as they are completed. However, focus for LHSA news pieces and audience development has shifted from the website to the various Web 2.0 functions LHSA has begun exploring over the course of the year, particularly the LHSA blog and Facebook page (section 8.3).

Google Analytics provides detailed statistics on how the website is accessed and demonstrates a significant increase in usage, and in unique users, as compared to 2010 (section 3.6). In light of the clear need for the website and the new work within social media, a second phase of website development, to better join these two strands of activity in the website itself, began in late 2011 for completion in 2012.

8.3. Web 2.0 developments

The term 'Web 2.0' encompasses all web applications that facilitate interactive information sharing, interoperability, user-centred design, and collaboration on the internet. LHSA has worked hard this year to develop its Web 2.0 functionality, and it is important to continue this work as users increasingly expect to be able to engage with professional services in this way. It is also a means to bring our collections and services to new audiences who we might not otherwise reach, and to source contextual information relating to collection items that might otherwise be lost.

LHSA has developed a presence within the following.

- *Flickr* (www.flickr.com/photos/49439570@N08/): LHSA continued to add new sets of images to this online photograph management and sharing application. LHSA's work in this area was highlighted as a sector exemplar as a means to increase archive awareness by the SCA in their online publication *Broadsheet*, and several of LHSA's images were utilised by this organisation within their own Flickr contributions on behalf of archive and records management repositories in Scotland.
- *Blog* (www.lhsa.blogspot.com): an online journal. LHSA staff write a weekly blog reporting on the services we offer, upcoming events, new collections and projects etc. This has now proved to be so successful that it has replaced the 'What's New?' section of the website.
- *Facebook* (www.facebook.com/lhsa.edinburgh): a social networking site. LHSA has continued to maintain a page on which LHSA news stories are posted, and which highlights other Web 2.0 activity. Users can 'like' the page, and the audience for this has grown steadily over the course of 2011.
- *Issuu* (www.issuu.com/lhsa): an online publication and sharing tool. Issuu allows LHSA to make publications available online in 'page turner' format and we have continued to maintain and develop the digital copies of collection items placed online in this way. In 2011, all previously uploaded items continued to prove popular, with the Leith Roll of Honour in particular mentioned in the *Scottish Genealogist* Vol. LVII, No. 4. Additional digital images of the Craighleith Chronicle were prepared for uploading in 2012.

LHSA's sector-leading work in this area was presented at an ARA Archives for Education and Learning Group conference (section 7.4).

8.4. Other IT projects

- LHSA continued to work alongside Special Collections, the University Archives and the Digital Library Service to develop the UE Archives Hub Spoke. No significant progress has been made this year, but LHSA continues to be involved in the project with a view to further improving the online accessibility of our collections and catalogues.
- LHSA continued to maintain the Finding the Right Clinical Notes website providing access to information about personal health records collections held across Scotland (www.clinicalnotes.ac.uk).
- All negatives from the Royal Medical Society Presidents album were scanned, and the metadata catalogued to produce more easily accessible digital copies.
- LHSA ingested its first born digital material in 2011 (Acc 11/030 Oor Mad History oral history recordings), backed-up using our established systems for LHSA-generated digital images. This system was also utilised to provide back-up copies of the x-ray collection previously digitised. While this system and its associated procedures are not suitable for larger quantities of NHSL born digital material designated for long-term preservation within LHSA, we have begun the process towards delivering this service. The SCA self evaluation that LHSA undertook in 2011 (section 11.8) highlighted strengths in this area in addition to identifying key partners and collaborators to develop a robust digital repository in the future.

9. Repository management

9.1. Overview

LHSA manages the repository space which houses the Archive to ensure that the records being permanently preserved for NHSL are stored in the best conditions possible in terms of security, environment and risk management.

This work is carried out by the Paper Conservator, supported by all LHSA staff, and is a vital dimension of LHSA collections care. The MLRP is no longer the primary focus for the repository management function, instead activity in 2011 has concentrated on maintenance and areas of improvement.

9.2. 2011 activity

LHSA has continued to maintain the high standard of its repository areas, with targeted improvements where necessary. Ongoing liaison with CRC and UE Estates and Buildings colleagues ensures appropriate facilities support for LHSA storage areas in both EUL and the LA.

Following the success of LHSA's first formal stock check in 2010, which concentrated on material held in the LA, a second was undertaken in June 2011 focussing on LHSA's iconic items and a comprehensive review of accessions housed in EUL stores.

Environmental monitoring of all EUL and LA storage areas, along with housekeeping and a pest management programme, continued. The Hanwell system installed in EUL in 2009, and enhanced with an additional system in the LA in 2010, was supplemented in 2011 with inclusion of the Exhibition Room. Reporting is provided for all CRC storage areas.

LHSA staff continue to have responsibility for identifying and acting on concerns with the environment and building structure of the stores that may impact on the condition of the LHSA collections.

The IS Disaster Response and Recovery Plan 'went live' in 2010 and the Paper Conservator, in collaboration with the CRC Museums Development Manager, delivered a comprehensive 'roll-out' to all relevant UE staff in June 2011. The Plan includes comprehensive provision for LHSA in the event of an incident affecting the collection, and places LHSA staff in key response roles.

10. Main Library Redevelopment Project

10.1. Overview

LHSA's Paper Conservator continues to play a wider role in relation to the MLRP, concentrating on areas that impact, or have the potential to impact, on the long-term preservation of NHSL records.

10.2. 2011 activity

LHSA has continued to participate in the ongoing MLRP, although at a reduced level now that work concentrates on the floors holding general collections.

Primary focus has been on the continuing development of the exhibition space on the ground floor, with increased liaison with UE Estates and Buildings department to improve environmental control, and on the production of a specification document for additional storage space for rare/unique collections material.

The establishment of a second off-site store at the LA has necessitated close liaison with the Collections Manager to establish appropriate health and safety and disaster prevention and response procedures for these adjacent spaces.

11. Joint working

11.1. Overview

LHSA's primary working relationship is with NHSL, its funder, providing, supporting and facilitating a variety of services. LHSA also works closely with UE which houses the Archive and founded LHSA in partnership with NHSL in 1980.

LHSA is also keen to forge links with other professional organisations, and 2011 saw a closer working relationship with the Scottish Government-funded SCA, the lead body for the advocacy and development of archive services in Scotland. Significant benefits to this have

already been seen in terms of promotion, audience generation and legislative compliance (section 11.8).

11.2. NHS Lothian

LHSA continues to work closely with contacts in NHSL. We are an often-used point of contact for advice on records management, access restrictions, legislation, and preservation. We also deal with regular enquiries about the records we hold, conduct research on behalf of NHSL and provide images for exhibitions and publications.

In addition to the comprehensive enquiries service detailed in section 3:

- LHSA is represented on the RIE Arts Committee, advising on preservation and conservation issues, and participating in projects and exhibitions, for example 'Unsung Heroes' (section 7.5).
- In light of a proposed single system for the arts in NHSL, LHSA participated in the drafting and consultation process for a new NHSL Arts Strategy.
- LHSA helped and advised Art in Healthcare in their role as curators of the NHSL art collection, with particular reference to collection management and conservation/preservation.
- LHSA continued to share in the organisation of a number of celebrations and commemorations for the REH bicentenary, including a lead role in the REH Bicentenary Lecture Series to be held October 2012 to June 2013.
- LHSA contributed to the continued professional development of a member of NHSL staff by offering a long-term bespoke volunteer placement to facilitate a career change.

11.3. NHS Borders

LHSA continues to work with NHS Borders, whose Dingleton Hospital records are deposited in LHSA (collection reference: GD30). An annual fee is charged to NHS Borders, and, in return, LHSA promotes and provides access to the records in line with LHSA's own policies and procedures.

11.4. NHS Scotland

LHSA provides advice and a range of services outside the NHSL catchment, often through the offices of the NRS. It also supports and advises other repositories that hold archival NHS records.

11.5. Centre for Research Collections

LHSA staff have continued to work closely with their colleagues in the CRC throughout the year. This has included the following.

- Representation on the promotion and marketing, operational, and projects groups.
- Participation in the editorial group for a UC Collections Directory, including provision of copy on our HIV/AIDS Collections for a designer tender.
- Continued development of the IS rare/unique collections Disaster Response and Recovery Plan, including a comprehensive 'roll-out' in 2011.

- Frequent provision of advice to other teams and departments on suitable environmental conditions, parameters for review of collections on condition/material type, loan requirements and condition assessments, in-house display, re-housing artefacts, storage requirements, funding applications and conservation supplies.
- Participation in tours for significant visitors to the CRC.
- Supervision of a volunteer in the conservation studio with 50% of the workplan focusing on UE collections.
- Facilitation of a Hanwell environmental monitoring system in the Talbot Rice Gallery.
- Continued induction and input into the workplan for the CRC Exhibition Assistant.
- An editorial role on the UC Annual Review for 1 August 2010 – 31 July 2011, in which LHSA was also represented.
- Provision of data to a wider CRC contribution to a national bid for a RLUK digitisation JISC project relating to public health.

11.6. University Collections, Library & Collections and Information Services

LHSA staff have continued to work closely with their colleagues in the wider UC, L&C and IS divisions throughout the year. This has included the following.

- Representation on the L&C Managers, UC Managers, L&C Finance, IS Disaster Planning and Response, DLS/UC Liaison, UC Book Project and UC Senior Managers groups, and the EUL Building Committee.
- Participation in UC development and alumni discussions regarding possible future benefactions.
- Continued development of the EUL Exhibition Room, advising on environmental monitoring, management and control.
- Training in eFinancials – UE's devolved financial services.
- Provision of continued professional development to enable career progression/career change for a member of UE staff in the Collection Management division.
- Provision of data on behalf of UE for a RLUK Preservation Survey, a Harwell Document Restoration Services survey and a Higher Education – business and community interaction survey which examined the exchange of knowledge between universities and the wider world, an area to which LHSA makes a significant contribution.

11.7. UE Colleges

LHSA has begun to forge closer links with the wider University community, in particular the School of History, Classics and Archaeology as demonstrated by the increased number of seminars offered in 2011 and under development for 2012 (section 3.4). In addition, a selection of objects have been placed on long-term loan to supplement a history of medicine display in the School, which recently moved to the old Medical Building, Teviot Place.

11.8. Scottish Council on Archives

2011 has seen a closer working relationship formed with the SCA, in particular participation in a number of initiatives to increase archive awareness and advocacy for archives and records management organisations. This has seen real benefits for LHSA in terms of audience development and cultural engagement.

LHSA contributed recipes from the RIE Dietetics Department dating from the 1950s to the SCA's 'Edible Archive' (www.scoarch.org.uk/projects/ediblearchive). The SCA's intention was to compile a collection of recipes spanning several centuries ranging from the familiar to the bizarre and in doing so highlight the archive collections from which they came.

LHSA also participated in their online questionnaire 'The Nation's Catalogue: Scotland Online' designed to map the un-catalogued, and therefore inaccessible, collections in Scotland, and contributed images towards a promotional leaflet and a publication 'Why Archives Matter', launched by Fiona Hyslop MSP at the ARA annual conference in 2011.

Collaboration with SCA has also brought about practical developments to enable LHSA to deliver a robust service going into the future. In 2010 LHSA was invited by the SCA to represent the Scottish health archive and higher education sectors in a pilot scheme for a Quality Improvement Framework for Archives and Records Management Services. Other participants in the pilot process included the Grampian Constabulary, Glasgow City Archives, Hebridean Archive, the NRS and Perth and Kinross Archives. During 2011 LHSA completed the assessment for one of the 'quality indicators' within the Framework: 'QI3: Make sure our records and archives survive as long as they are required'. Following submission, LHSA was peer reviewed. The outcome was extremely positive and LHSA's policies and procedures to ensure long-term preservation of physical and digital collections were ranked as either good or very good.

"The review team was impressed by the high level of professionalism and commitment displayed by [LHSA] and [their] colleagues from the Centre for Research Collections. The strongest impression was of a culture where information was readily exchanged – both formally and informally – and where there was a willingness to work closely together in order to achieve mutually beneficial objectives."

Representatives from the NRS joined the peer review process and, as a result, it is anticipated that this government initiative will also have application in the implementation of the Public Records (Scotland) Act 2011. LHSA's early involvement in the Framework ensures that it is best placed to assist in NHSL's records management activity to achieve compliance.

11.9. The National Archives

LHSA contributed to the wider archive sector through participation in two TNA initiatives: attendance at a stakeholder consultation workshop regarding online archive resource discovery with a subsequent online questionnaire, and by noting interest in a process to co-create an archive accreditation standard to be developed 2012.

11.10. Learning Teaching Scotland

LHSA continued to explore options to make collection items available as teaching resources in line with the Curriculum for Excellence, in particular participation in the Glow network, a national intranet service for schools where teachers and pupils from all over Scotland can access materials to enhance learning.

11.11. Archives and Records Association

LHSA is an institutional member of ARA and a member of the ARA Volunteers Network. This enables LHSA to keep up-to-date with news, developments and best practice within the profession.

LHSA began to work more closely with ARA's SSR, hosting a meeting with an accompanying tour for attendees, and agreeing to share expertise at future SSR events.

11.12. Institute of Conservation

LHSA is an organisational member of Icon and is represented on the Icon Scotland Group Committee. This enables LHSA to follow best practice and help shape the profession.

11.13. Other

LHSA continued to work with various other external bodies to further shared aims as follows.

- Oor Mad History: continued support for this community history project hosted by CAPS and funded by NHSL, including participation in a workshop held at Edinburgh Filmhouse in March 2011.
- West Lothian Family History Society: provision of digital images to facilitate transcription of records from St Michael's Hospital and Bangour Village Hospital.
- The Women's Library and the Archives Hub: addition of LHSA collections information relating to maternity hospitals and midwifery to an online search facility for women's history, www.genesis.ac.uk.
- BlogForever, a collaborative EU-funded project: participation in an online questionnaire to assist in the development of robust digital preservation, management and dissemination facilities for weblogs.

12. Management and administration

12.1. Lothian Health Services Archive Advisory Committee

The LHSA Advisory Committee was disbanded in 2010, and the scheduled meeting for January 2011 cancelled by the retiring Chairman, Dr Charles Swainson. The replacement for the Committee remains unclear.

12.2. Policies and procedures

The *LHSA Operating Manual* created in 2010 was maintained and improved during 2011 with updated procedures for the following: accessioning, in particular for accessions of moving images; volunteer management; permission for image reproduction, and electronic back-up of LHSA electronic files. All procedures relating to FOI(S)A, DPA and Records Management: NHS Code of Practice (Scotland) were revised in line with current developments, and a new evaluation process for applications for access under DPA was established with the NHSL Legal Services Division.

Additional work to support efficient LHSA procedures was undertaken that included revising DPA access, accession, deposit and deed of gift forms, and the creation of an online permissions application form for image reproduction.

All services provided by the Archive continued to be logged in custom-built spreadsheets or databases as appropriate.

13. Staffing

13.1. Overview

LHSA staff are employed by UE, funded by NHSL via the LHSA budget. The team of four staff work independently within the CRC to provide, support and facilitate services for NHSL.

For the period of MB's research leave, RH has maintained day-to-day line management responsibility for LHSA staff, reporting to John Scally, Director of UC (six-weekly). From 1 January to 31 March 2011 MB retained responsibility for the LHSA budget (income, expenditure, future funding and policy), after which operational management of the budget (income, expenditure, policy) moved to RH, with the Director of Library Services leading future funding.

The post of Assistant Archivist (07) was vacant for 2011 from 8 April on Rosie Baillie's resignation (section 13.4). This put increased pressure on existing staff to meet the high levels of demand and the quality required for LHSA's core work, in particular user services which remained at the same high level as 2010 (section 3.1 – 3.6).

LHSA staff have continued to work exceptionally well this year under the supervision of RH. Training continues to be given a high priority to provide staff with the necessary skills and to enable them to develop professionally for the benefit of themselves and LHSA.

An active and effective volunteer programme enables additional aspects of core work to be undertaken, however, this requires extensive input from LHSA staff and is not a substitute for adequate staffing levels.

13.2. Staff on open-ended contracts at 31 December 2011

Archivist (09): Dr Mike Barfoot (MB)

Paper Conservator (07): Ruth Honeybone (RH, also as Acting LHSA Manager at 08)

Assistant Archivist (06): Laura Gould nee Brouard (LG)

Archive Assistant (03): Stephen Willis (SW)

13.3. Staff on fixed-term contracts

Assistant Archivist (07): Alison Scott (AS) (1 November 2009 to 4 February 2011). AS left her fixed-term post in advance of the 31 March 2011 end date to take up a position on a two-year WT-funded project at RCPE.

13.4. Staff changes

Rosie Baillie resigned her post as Assistant Archivist (07) on 8 April 2011 to take up a position as Quality Improvement Manager for NHS Education for Scotland.

MB's WT Research Leave Award, which commenced on 1 November 2009, was extended until 31 March 2012.

13.5. Staff development

In 2011 LHSA staff participated in the IS Annual Development Review process and have attended the following conferences, visits and training courses.

Engagement with the archive/library profession and best practice		
Event	Date	Attendees
Impact: redefining the measurement of collection care	15.02.11	RH
Visit to RCSEd	15.06.11	RH, LG, SW
Visit to RCN Archive	22.07.11	LG, RH
ARA annual conference	31.08.11 31.08.11, 02.09.11 01.09.11, 02.09.11	LG SW RH
FOI: current developments	07.09.11	RH
ARA Copyright workshop	16.09.11	LG
Visit to RCPE	27.09.11	SW
Visit to RCPE	07.10.11	LG
Visit to UE Records Management Section	10.11.11	LG, RH
FOI(S)A: A Time of Change Conference	16.12.11	LG
Web and IT training to support core activities and facilitate development of LHSA website		
IS training course 'Writing for the Web'	18.05.11	LG
IS training course 'Intermediate Photoshop CS5'	01.06.11	SW
IS training course 'Introduction to Photoshop CS5'	09.05.11	SW
IS training course 'Introduction to Contribute'	02.08.11	RH
CRC and UE operations training to support core activities		
eFinancials training	12.01.11	LG
Disability training	22.08.11	LG
CRC social media workshop	23.08.11	LG
Competency framework training	12.08.11	RH
How to conduct a return to work meeting training	08.12.11	RH
Individual continued professional development to support core activities		
Specifying and measuring air exchange rates of showcases	12.01.11	RH
Communication and netiquette	27.01.11	RH
Tour of Glasgow Transport Museum led by project conservators	02.12.11	RH
MLitt in Archives and Records Management, University of Dundee	Ongoing	SW

13.6. Volunteer programme

LHSA continued to support and develop an active volunteer programme throughout 2011. Demand for access to LHSA's collections and staff expertise from individuals wishing to gain relevant experience before undertaking professional archive/conservation training remained high, and LHSA piloted a successful programme of one-day 'taster' sessions for those on the volunteer waiting list. This has also served as lead-in to longer term volunteering for two individuals.

Work to streamline the volunteer application process with an online form available via the LHSA website, and the creation of a master list of suitable projects, has meant that LHSA has been able to increase its volunteer intake to two volunteers working with LG one day per week and two with RH each working one day in alternate weeks.

Staff input into the volunteer programme is considerable, particularly in relation to training and quality control. Efficient processes, formalised procedures and documented training sessions over the course of 2011 have minimised this input, and it remains in balance with the extensive output of the volunteers themselves.

Archive Volunteers

- Mary Macpherson (September 2010 – April 2011)
- Claire Kirkpatrick (May onwards following a one-day taster session in February).
- Louise Williams (June – October), a returning volunteer following her MSc in Information Management and Preservation.
- Lynne MacMurchie (November onwards following a one-day taster session in July).

Conservation Volunteers

- Mariko Wanatabe (March 2010 – September 2011).
- Sandra Phillips (October onwards)
- Fiona Priestley (October onwards)

LHSA staff have developed expertise in volunteer management, and a paper describing the Archive's programme was given at a Heritage Volunteer Organisers Conference in February (section 7.4). A subsequent enquiry in which LHSA provided guidance on volunteer induction/training led to the following comment:

"Thanks so much for this information - it will be extremely useful when we start to put together our own training guidelines and procedures."

In addition to the above, an oral history cataloguing and transcription training session was provided to volunteers in the 'Unsung Heroes' project on 7 June 2011 to facilitate their interviews with current and retired nurses (section 7.5).

14. Funding

14.1. Overview

The LHSA budget is the financial means by which it fulfils accession, cataloguing, user service, preservation/conservation and promotion core functions on behalf of NHSL.

The combination of a one-year budget cycle, continuing uncertainty about future NHSL Scottish Executive and Lothian Health Board Endowment Fund allocations that make up the budget, delivery of the 2011-12 budget in arrears, and a period of structural review for the LHSA service has prolonged the cautious attitude to all expenditure in 2011.

The financial year 2011-12 has seen the first significant reduction in the LHSA annual budget in its history, a decrease of 25% on the 2010-11 budget.

14.2. NHS Lothian

The total 2011-12 budget was significantly less (-£70,000) than in 2010-11 (£210,446 as opposed to £280,446). This represents a significant decrease of 25% in LHSA's core funding.

LHSA underwent a period of review in 2011, with an expected restructure in 2012. The reduction in funding preceded any staffing reconfiguration, and the shortfall in the salaries budget was met by an underspend accumulated by cautious running cost expenditure over the preceding four years.

In 2011 LHSA's miscellaneous income from enquiries and copyright permissions was negligible, and future scope for income generation from archive services remains very limited.

14.3. Non-NHS Lothian

Applications for project funding were made to the following.

- The Cataloguing Grants Programme administered by TNA: *Cataloguing further papers of the Royal Infirmary of Edinburgh (1594 – 1948)*, not awarded (£8,780). Positive feedback was received on the quality of the application and the material it concerned.
- WT RRMH programme: *Cataloguing Norman Dott's neurosurgical case notes (1920-1960)*, awarded (£86,991). This is LHSA's sixth successful application to the WT RRMH programme, with a proposed start date of 1 April 2012.

Cataloguing Norman Dott's neurosurgical case notes (1920-1960) is a two-year project in which a methodology for item-level cataloguing of individual folder-based patient case notes in EAD/XML will be developed, and c.26,650 case notes from four Dott collections will be catalogued. These collections have been conserved in two previous RRMH projects from 2002 – 2003 and 2009, and a RRMH-funded exhibition and seminar in 2014 will showcase the work of these inter-related projects.

Due to the ongoing depletion of the running costs budget, LHSA is no longer able to apply for project grants which require match funding.

15. Glossary

AGM: Annual General Meeting

AIDS: Acquired Immune Deficiency Syndrome

(the) Archive: Lothian Health Services Archive

ARA: Archives and Records Association (formerly Society of Archivists, www.archives.org.uk)

BBC: British Broadcasting Corporation (www.bbc.co.uk)

CAPS: The Consultation and Advocacy Promotion Service (www.capsadvocacy.org/)

CRC:	Centre for Research Collections (L&C, IS, UE, www.ed.ac.uk/schools-departments/information-services/services/library-museum-gallery/crc)
DLS:	Digital Library Service (IS, UE)
DPA:	UK Data Protection Act 1998
EAD:	Encoded Archival Description
ECA:	Edinburgh College of Art (www.eca.ac.uk)
EGH:	Eastern General Hospital (NHSL)
ERMH:	Edinburgh Royal Maternity Hospital (NHSL)
EU:	European Union
EUL:	Edinburgh University Library (referring specifically to the Main Library building in George Square)
FOI(S)A:	Freedom of Information (Scotland) Act 2002
HIV:	Human Immunodeficiency Virus
HRM:	Health Records Manager (Legal Services Division, NHSL)
Icon:	Institute of Conservation (www.icon.org.uk/)
IS:	Information Services (UE)
ISAD(G):	International Standard for Archival Description (General)
IT:	Information Technology
JISC:	Joint Information Systems Committee (www.jisc.ac.uk/)
L&C:	Library and Collections Division (IS, UE)
LA:	Library Annexe (off-site store for CRC collections, L&C, IS, UE, formerly known as the Library Research Annexe)
LHSA:	Lothian Health Services Archive (CRC, L&C, IS, UE, www.lhsa.lib.ed.ac.uk)
MLRP:	Main Library Redevelopment Project (EUL, IS, UE)
NHS:	National Health Service
NHSL:	National Health Service Lothian (www.nhslothian.scot.nhs.uk)

NHS NSS:	National Health Service National Services Scotland
NLS:	National Library of Scotland (www.nls.uk)
NRS:	National Records of Scotland (was National Archives of Scotland) (www.nrscotland.gov.uk/)
PAC:	Preservation Advisory Centre (www.bl.uk/blpac/index.html)
PACR:	Professional Accreditation for Conservator-Restorers
PMRH:	Princess Margaret Rose Hospital (NHSL)
RCAHMS:	Royal Commission on the Ancient and Historic Monuments of Scotland (www.rcahms.gov.uk/)
RCN:	Royal College of Nursing
RCPE:	Royal College of Physicians of Edinburgh (www.rcpe.ac.uk)
RCSEd:	Royal College of Surgeons of Edinburgh (www.rcsed.ac.uk/)
REH:	Royal Edinburgh Hospital (NHSL)
REHSC:	Royal Edinburgh Hospital for Sick Children (NHSL)
RIE:	Royal Infirmary of Edinburgh (NHSL)
RLUK:	Research Libraries United Kingdom (www.rluk.ac.uk)
RRMH:	Research Resources in Medical History (WT grant programme, www.wellcome.ac.uk/Funding/Medical-history-and-humanities/Funding-schemes/Support-for-archives-and-records/index.htm)
RVH:	Royal Victoria Hospital (NHSL)
SCA:	Scottish Council on Archives (www.scoarch.org.uk)
SSR:	Section for Specialist Repositories (ARA)
TB:	Tuberculosis
TIFF:	Tag Image File Format
TNA:	The National Archives (www.nationalarchives.gov.uk)
UC:	University Collections (IS, UE)
UE:	University of Edinburgh

UK: United Kingdom

UNESCO: United Nations Educational, Scientific and Cultural Organization
(www.unesco.org/new/en/)

WGH: Western General Hospital (NHSL)

WT: Wellcome Trust (www.wellcome.ac.uk)

WWI: World War I

WWII: World War II

XML: Extensible Markup Language