

NORTH SKYE HEALTHCARE SERVICES NEWS



Winter 19/20



Cuairt litir curam slainte coimhearsnachd Ceann a Tuath an Eilean Sgiathnaich

An Overview

Catriona Macdonald

Community representatives continue to work in co-production with NHS Highland, NHS24, Scottish Ambulance Service, Lochalsh & Skye Housing Association, Highland Council and Highlands and Islands Enterprise to take forward Sir Lewis Ritchie's recommendations. So far the progress on Urgent Care and recruiting nurses for Raasay shows best how working together in this way helps to develop innovative services and overcome difficult issues like housing for new staff. Going forward we will do all we can to take a similar approach to address the continuing challenges that are preventing opening of all 12 Portree Hospital beds which we believe are much needed for the benefit of people in the whole SLSWR area. We continue to benefit from the expert independent facilitation provided by Maggie Cunningham and wide ranging support for community efforts from Sophie Isaacson and hope that both will be able to keep working with us for the foreseeable future since there is still some way to go.

Urgent Care

Ross Cowie

We're now into the second year and phase 2 of the implementation of Sir Lewis's Recommendations. Urgent care has now merged into a bundle with SAS, NHS24, NHS Highland and First Responders and we're going through the process of developing an innovative and integrated urgent care service based from Portree hospital. We've gone from 2 ANPs and 6 ambulance personnel to 9 ANPs and 12 Ambulance staff and the 2 NHS 24 ANPs working at Portree Hospital. As this new and exciting service is developed we are looking into space and equipment requirements moving forward prior to Sir Lewis Ritchie returning to Skye in May 2020.

First Responders

Neil Campbell

Our first 4 day First Responders training course was completed on 24th November with 5 trained and further courses are planned for mid and late January 2020 with 2 currently committed to attend. Community First Responders have come from Sleat, Staffin, Minginish and Uig so far. Hoping for many new applications!! Please get in touch if you'd like more information. To get in touch e-mail rlaird@nhs.net

NHS24

Article as published in West Highland Free Press, Adam Gordon & Brenda Wilson

The appointment of two advanced nurse practitioners as part of a new digital innovation in care in Skye and Lochalsh could help reduce travel and unnecessary referrals for patients in the area. The Practitioners will divide their time delivering care face-to-face in Portree as part of the NHS Highland team and delivery of 'virtual care' through NHS24. This will include tele-prescribing, and – in the future – virtual consultations via the Near Me technology which enable patients to receive face-to-face consultations in their own homes by virtue of digital technology. Advanced nurse practitioners are qualified at masters level and are prescribers. They can diagnose conditions, plan and deliver care, prescribe and refer to other healthcare professionals as clinically required. It is hoped that the delivering of care through advanced nurse practitioners and the Near Me technology will provide many benefits for patients, relatives, carers, the health service workforce and the wider NHS system. These include a reduction in travel across challenging terrain and weather conditions, a reduction in unnecessary referrals to emergency departments and out-of-hours centres and an appropriate increase in self-care and self-management advice. As well as online info, NHS24 has produced leaflets and posters for the area in both English and Gaelic to help the public understand NHS 24 services. The new ANPs were in Skye earlier this month along with Brenda Wilson, deputy director of nursing with NHS 24, to take part in an induction day in Portree.

Centre of Excellence

Ronald MacDonald

Since the submission of the final draft report of the Centre of Excellence workstream to Scottish Government in June 2019 there have been a number of developments. The most notable is that there is a desire by Scottish Government to create a National Centre for Excellence that is intended to build on all of the work that has been done here by the CofE workstream. The Scottish Government have set out their vision for Scotland to be a world leader in remote and rural health and social care provision promoting and celebrating the exemplary achievements of healthcare providers within our remote, rural and island communities. They wish to support the development of a National Centre for Remote and Rural Healthcare for Scotland that will help to achieve that vision. <https://www.gov.scot/groups/remote-and-rural-general-practice-working-group/> The Scottish Government with the Cabinet Secretary's support aim to build on the work of the Scottish Centre of Excellence working group to establish a formal proposal that will be offered for tender for a National Centre for Remote, Rural and island Healthcare in Scotland that is inclusive of the needs, opportunities and models of excellence from the whole remote and rural health and care workforce. Scottish Government have created an intern post which has been filled by Katie Gambier-Ross. Katie has been liaising with the workstream leads on how the work that has been done can be dovetailed with the extra needs for a centre from Scottish Government. Also, a new web site is being created to demonstrate the work that has already been done in creating a centre of excellence in Skye Lochalsh and South West Ross and how that is likely to develop.

Scottish Ambulance Service

*Article as published in West Highland Free Press,
Adam Gordon & Graham Macleod*

The Scottish Ambulance Service has welcomed nine new members of staff to Skye and Lochalsh, which they say will provide "a first-class service" to patients no matter where they live. An induction day was held at the ambulance station in Portree in November, offering a chance for new staff to meet representatives from NHS24 and NHS Highland, as well as members of the local community. Alan Knox, the ambulance service manager for Lochaber, Skye and Lochalsh, said: "I am absolutely delighted to welcome the nine new staff members to the Isle of Skye. Our aim is to give patients in Scotland a first-class service, no matter where they are or how remotely they live. "The new staff members are a mixture of paramedics and technicians – six will be based at Portree, two at Broadford and one at Kyle of Lochalsh. " He added that the service also had two staff at Dunvegan currently training on the paramedic programme. Graham MacLeod, head of ambulance services for the Highlands, added: "The six additional staff in Portree is a recommendation from the Sir Lewis Richie report and we look forward to working further

in collaboration with NHS Highland and NHS 24. This will eliminate on-call working in Portree. "This is wonderful news and will benefit communities right across the Isle of Skye."

Community Beds

Fay Thomson

In October 2018, NHS Highland managers agreed to open all twelve beds at Portree hospital and keep these beds open until, as recommended by Sir Lewis Ritchie, 'sufficient alternative resilient provision is provided in North Skye'. The agreed deadline for the opening of all twelve beds was 31st May 2019. This deadline was not met but a total of eight beds were opened on 1st July 2019. On two occasions, all eight patients at the hospital were notified they were to be transferred to other hospitals as all beds in Portree Hospital would close due to staffing issues. Since late August 2019, no more than six beds have been open at the hospital. We have worked in coproduction with NHS Highland to help overcome difficulties in recruiting staff. A recent recruitment drive for nurses in Raasay attracted 27 applicants, reflecting the success of community involvement in the NHS Highland recruitment process. Accommodation for staff is no longer the obstacle it was. Numerous people in Skye have come forward offering accommodation for incoming health workers. Details of these accommodation providers are passed to NHS Highland on an ongoing basis and can be made available to others on request. The community continues to work with NHS Highland to help recruit bank and permanent staff. Adverts will be appearing in local press and on social media very soon so please look out for these and share with anyone you think may be interested. There are also opportunities to volunteer in health and social care. To support our care and nursing homes, for example, so please get in touch if you have a few hours to spare. For the past few months, NHS Highland managers report that staff absences have prevented the opening of the six beds in the Glamaig ward. For this reason, community members recently had a special meeting with senior nursing and medical staff from Portree and Broadford Hospitals along with NHS Highland Managers. Strong assurances were given that the beds will be opened as soon as possible. It was agreed that every effort will be made to resolve staffing issues in the next few weeks. During this time, community members will be doing everything possible to assist and support NHS Highland Managers' to resolve all staffing issues. We therefore expect that the six beds in the Glamaig ward will be reopened very soon and Portree Hospital will once again have its full complement of twelve beds.



Thank you to our funders

Friends of Portree Hospital



**PORTREE & BRAES
COMMUNITY TRUST**



Transport and Access

Tim Moore

We have had a meeting of minds, set up with Maggie Cunningham's tenacity, as Workstream Lead and Chair Neil Macrae and myself endeavour to find a route map through this largely complex and difficult responsibility. The Transport and Access meetings I have been involved in have, of necessity, been mostly dial-in bearing in mind only Caroline Gould and myself live on Skye. They were 27 August, 13 September, 10 October, 11 November and 29 November. Neil MacRae has developed a Transport and Access Brief, now with involvement by Senior Management in NHS Highland and Scottish Government (not yet Transport Scotland, which we are striving to have involvement from); and Caroline Gould Skye Access Panel is developing a brief for NHS to seek/employ qualified accountable Auditors to commence the Holistic Access Audit we got the Secretary of State for Health to agree to sanction last May. Our next meeting is January 24th 2020 Neil MacRae (Hitrans) and myself are committed to this cause.....but since no suitable Transport and Access template exists reflecting the Urban-Rural nature prevalent in SLSWR influencing Scottish Government countenance and support, we are doing our best to get one accomplished. With most recent patient and outpatient statistics now becoming available plans are afoot to commission a Transport Consultant to pull the 2013 and 2019 figures together, compare and update previous studies and then we should know in a meaningful way how to get commitment and resource in place from Holyrood to pursue actualities and our aspirations for the community good. A funding package has been agreed - split between HiTrans and Scottish Government - to fund the Consultant. Our working brief, developed and approved by the T&A working Group in December 2019 has now been forwarded to all Community Councillors affected and involved in the Sir Lewis Ritchie Review Process, as well as to all members of the SOSNHS residents data-

base, to ensure accurate understanding for the forthcoming Options Appraisal Process. The Access Audit Brief for qualified Auditors is suitably informed and is almost ready to pass to NHS. The Transport and Access Issue affects all of SLSWR and although wheels turn slowly - it remains a huge challenge - but is at last being taken seriously.

Raasay

Anne Gillies

Steady progress is being made on Raasay. The Housing Association has completed the purchase of one house for nurses on the island and a second is close to being finalised. Unfortunately one of our new nurses had to pull out but the post was re-advertised and interviews have been arranged for January. We now have one full time and one part time nurse in post so there will normally be a nurse on Raasay 7 days a week - although not on Christmas Day, Boxing Day, New Year's Day or 2nd January. Once the 3rd member of staff is in situ it should be possible to start overnight on call, hopefully by the end of January. We are delighted to see the service start to take shape. It is also encouraging that new recruits have stepped up to strengthen Raasay Community Council - vital in continuing our co-production with NHS Highland. I attended an NHS24 Public Partnership Forum, held in Glasgow in November, as an observer. The meeting with NHS24 on Raasay back in April encouraged me to think that dialogue between NHS24 and our communities could only be a positive thing. NHS24 is here to stay, so we must try to understand how they operate and why procedures are set up as they are. The PPF gives us the opportunity to explain the effect of these procedures on remote and island communities and highlight what works well for us and what does not. Further update early Jan * Interviews for the 4th position were held in early January. It's already a huge improvement for the most vulnerable people on the island who no longer face the worry of the gap from 4.30pm on Friday until 10.30am on Monday each week.



If your community, club, school or business would like a training session, please contact us on:



info@lucky2bhere.org



01478 611522

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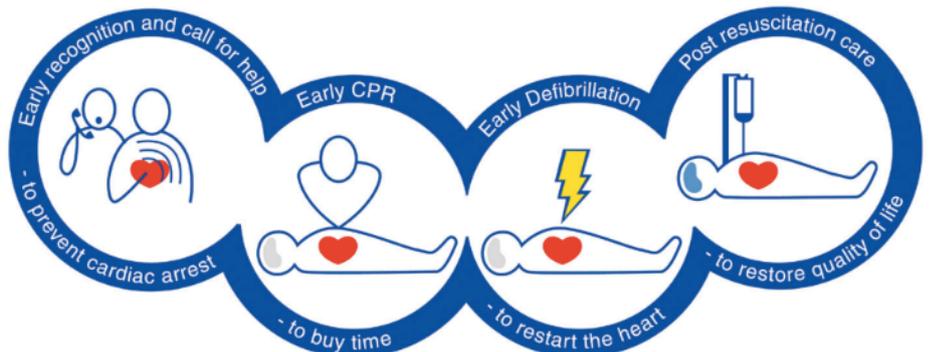


Diagram credit:
Resuscitation Council UK

www.lucky2bhere.org

Thank you to Lucky2Bhere for supporting this community newsletter

Options Appraisal

There is great opportunity for the community of North Skye to be involved in developing a long term sustainable solution to community beds and services in the area from February to April 2020. An Option Appraisal process will start in March that will give community representatives; local clinicians, care workers, support staff, emergency services' representatives, the voluntary sector and senior NHS Highland staff a shared platform to discuss, debate and agree a best way forward for these services together. There will be three public information sessions before the Option Appraisal workshops start. These sessions will look at, among other things, the opportunities and challenges in providing community services for people living in extreme remote & rural areas. They will also ensure that everyone involved is aware of current services, current challenges and alternative models that may be worth considering for North Skye specifically. (An Options Appraisal is a technique for reviewing options and analysing the costs and benefits of each one. It helps to ensure informed decision making by providing a formal process based on information and objective evidence.) The sessions will also ensure that everyone understands how the Option Appraisal process works and what it is trying to achieve. There will be plenty of opportunity to ask questions at all the sessions which will be held in Portree High School and each session will start at 6.30pm. See dates below. These information meetings are open to the public and if you are interested in being part of the Option Appraisal process, it is very important that you attend the information meetings so that everyone starts off on a level playing field. The Options Appraisal process will be led by an independent facilitator, Norman Sutherland of Higher Ground Health and Care Planning. There will then be three or four Option Appraisal workshops, each lasting about four hours. The first workshop will focus on developing a shared understanding of the current challenges. It will also seek to agree those measures that will determine what a future successful outcome would deliver for everyone, including how important each of these measures is. The second workshop

will focus on what options are available and begin to discuss how well each of these might address the challenges agreed. The third and (fourth meeting if needed) will refine our shared understanding of the options identified and – through a structured process of discussion – formally score them and agree a preferred way forward. Option appraisal is a formal component of Scottish Government planning and a key means of involving lots of interested parties (or stakeholders) in the development of answers to often very difficult questions. Participants are expected to score options based on the information and evidence available rather than on their own personal preferences or feelings. Because of this, it is important that the people participating in the process are able to attend all of the planned sessions in order to be fully aware of all of the relevant data, discussion and debate that will ultimately inform their decision. It is important to note that the Option Appraisal process is a not final decision, but that it will play a key role in and have a significant influence over the overall decision-making process. People wishing to take part in the options appraisal process please note that all 6 meetings must be attended in order to take part.

If you are interested in ensuring that your family and community have the best possible care service in the years to come and believe that this decision should be based on a meaningful discussion that is supported by the best evidence available, this is for you. Once we have the preferred agreed option for health and social care services in North Skye, it is expected that a standard business case will be made and funding sought from Scottish Government.

If you need any more information, please contact: Fiona McGeachan fiona.mcgeachan@nhs.net or Sophie Isaacson sophie@portreeandbraes.org

The three distinct Information sessions will be on:

Thursday 13 th Feb – Portree High School 6.30pm – 9pm

Monday 24 th Feb– Portree High School 6.30pm – 9pm

Wednesday 26 th Feb – Portree High School 6.30pm – 9pm

Option Appraisal workshops will be on:

Thursday 5 th March - Aros Centre 4:30pm

Tuesday 17 th March - Aros Centre 4:30pm

Wednesday 15 th April - Portree High School 4:30pm

ISLE OF SKYE - A & E AND URGENT CARE

PORTREE HOSPITAL

- Urgent Care service available 24/7
- Access either as walk in or via NHS 24 (Telephone 111)
- Emergency Care: 999
Urgent Care: 111

BROADFORD HOSPITAL

- Accident and Emergency service available 24/7
- Access via NHS 24 (Telephone 111)
- Emergency Care: 999
Urgent Care: 111

If you would like any further information or have any feedback don't hesitate to get in touch with sophie@portreeandbraes.org or phone 01478612185

Follow this link to receive this update via e-mail: <http://eepurl.com/gks4RP>

For more info visit www.ritchiereport.net and www.portreeandbraes.org