

HEALTHCARE SERVICES COMMUNITY UPDATE

CUAIRT LITIR CURAM SLAINTE COIMHEARSNACHD CEANN A TUATH AN EILEAN SGIATHNAICH

An update for the community on the Sir Lewis Richie
Report progress

Overview from Maggie Cunningham, Facilitator



I believe that we have made good progress during the last few months. The out of hours urgent care at Portree Hospital is due to be fully operational 24/7 by the end of June at the latest and it is hoped that the six additional beds will be open around that time or shortly after. The additional six ambulance staff based at Portree is a significant development especially as they will be on shift rather than on-call. There are also plans for an NHS 24 Advanced Nurse Practitioner to be based at Portree and together will ensure greater resilience in out of hours and urgent care provision.

What we are doing in co-production between NHS Highland, the community and the other public is unique and there is a great level of commitment from all involved. It is very important that the longer term work gets underway over the next few months. This will include a needs assessment for community beds; how digital innovation can enhance health and social care provision and ensuring that there is adequate transport and access facilities for those who require to travel to clinics and for hospital appointments. There is also the exciting challenge of creating a Centre of Excellence in North Skye. The intention is to capture and share the impact of implementing the Ritchie Recommendations which should be a model for first class health and social care services in rural and remote communities.

Update from Catriona Macdonald, Community Lead, Pulling together

The steering group now works well as a monthly review of progress and is well attended, allowing open discussion and community participation. Interagency working between SAS and NESH has improved through the work on the Portree. Urgent Care Centre, and NHS24 have engaged with NHS Highland on a new Advanced Nurse Practitioner role being investigated in Portree.

NHS24 now have plans to engage directly with north Skye communities mid April using focus groups over a weekend to gather views. This has been slow progress and the outcome is awaited. It is not clear yet whether or not NHS24 are willing to accept that there are real issues with the service in this area leading to poor uptake to date. Community involvement has certainly been much better than it was before Sir Lewis reported, and since February 2019 benefits from a community project officer and NESH project manager, but there is room for improvement in the co-production process.

Urgent Care

Community Lead: Ross Cowie, NHS lead: Ross Mackenzie

Current Service at Portree Hospital
Portree Medical Practice cover
Monday - Friday 8am until 6pm
NHS Highland Rural Support Team all other times. Advanced Nurse Practitioners (ANP) are on shift from 6pm until 11pm Monday - Friday and 8am until 11pm Saturday and Sunday. All other times an ANP is available on-call.

Portree Medical Practice

Recognising the difficulty in staffing the remaining 14 hours of weekdays not covered by the Medical Practice the GPs have agreed to allow NHS Highland to staff the entire service. This will allow NHS Highland staff to cover 2 x 12 hour shifts and deliver a 24/7/365 service.

New Urgent Care Service at Portree

From May/June 2019 NHS Highland will be providing all Urgent Care Services delivered from Portree Hospital. This service will include out of hours home visits where clinically indicated. Access to urgent care is recommended to be through NHS24 by dialling 111. Any emergency should be dealt with by dialling 999 and will be responded to by the Scottish Ambulance Service as at present. Walk in patients will be seen as appropriate but may need to wait for the ANP to become available. This waiting can usually be managed more effectively by phoning first.



Before progressing the above model other solutions were considered. These included:
* Creating a service similar to Broadford staffed by Rural Emergency Physicians. Discussions with the current doctors indicated this would not be an attractive job role as there would not be sufficient activity to warrant two sites on Skye. Therefore there would be concerns about the ability to recruit and more importantly retain doctors. Further this model proved to be very costly.
* GPs covering the entire service. This is not within the current GP contract. Recruitment and retention difficulties were again considered likely.

Rural Support Team

This team consists of Advanced Nurse Practitioners and Advanced Paramedic Practitioners. NHS Highland has created an education framework and specific training to enable these practitioners to deliver urgent care services in remote and rural locations. These posts do not exist in other areas and are unique to Highland.

In May 2018 when Sir Lewis Ritchie reported there were 3 ANPs employed. NHS Highland recruited to a further 5 training posts although one person did not take up the offer. There are 4 people in training who are expected to qualify by June 2019. Recruitment to the 5th post is ongoing

Ambulance Service

Community Lead: Ross Cowie, SAS lead: Graham Macleod

The Scottish Ambulance Service has announced that six new ambulance staff are to be recruited to work at Portree, strengthening services for patients on Skye. Scottish Ambulance Service recruitment is going to commence for six additional ambulance staff with a skills mix of paramedics and Technicians. Timescales for full implementation of the 24/7 shift roster will be directly related to how many qualified staff apply for the posts to try and maintain the correct skills mix.

SAS and NHS Highland estates reviewing accommodation at the current Portree hospital site to accommodate ambulance crew based there. As NHS Highland are adding 6 additional beds, this changes the options for available space that could have been utilised. SAS/NHS clinical team to review opportunities of working collaboratively in support of the RST, delivering care to patients within their scope of practice.

Raasay

Community Lead: Anne Gillies, NHS lead: Tracy Ligema

On 5th March the Raasay Workstream took a major step forward in developing the safe and resilient service recommended by Sir Lewis. It has been agreed that Raasay should have a 24/7 nursing presence with additional nursing auxiliary support. We have recognised that residency is a key issue in achieving this and although we still have several hurdles to overcome, we are committed to addressing each in turn, seeking outside help as required. Work is also progressing on emergency evacuation and "Near Me".

Beds in Portree Hospital

Community Lead: Fay Thompson NHS lead: Tracy Ligema

There has been very good progress in terms of advertising and securing applicants for the number of posts required to open the additional 6 beds. In my view, there have been a substantial number of unnecessary delays in the process of implementing the Ritchie recommendations on community beds. At a meeting on 8th April, Iain Stewart, the new Chief Executive of NHS Highland, reassured us that these delays will not occur in future. I am therefore very hopeful that we shall see real progress in the next few months. I remain optimistic that 12 beds will be opened at Portree Hospital by the agreed deadline of 31 May 2019. NHS Highland have given assurances that all equipment needed to open the beds has been ordered and will be in place by the end of May.

Transport & Access

Community Lead: Tim Moore Prof lead: Neil Macrae (Hi-trans)

Good progress has been made updating the Memorandum of Understanding (MOU) & Standard Operating Procedure (SOP) for Air Evacuation Procedures on Raasay. Amendments tabled by Raasay CC to be incorporated after next WS10 meeting.

New Terms of Reference wording has been "agreed", however a new committee comprising a Transport and Access Group of all appropriate disciplines must be resolved/decided. David Park, NHS Highland has stated that he is "happy to support and will provide sponsorship to this work stream" and will be meeting with the workstream leads on the 3rd May to progress it further.

Once this group has been formed and meetings commence the tasks will then be to both evaluate the effects of redesign and develop and construct a Needs Assessment of what is required to enable effective access by ALL those persons, wherever located in SLSWR, using Health and Emergency attendance. This will include those with additional accessibility requirements.

First Responders

Community Lead: Neil Campbell NHS lead: Evan Beswick

January there seems to be a genuine commitment to take this forward. There are barriers to this for example the SFRS at this time cannot take on a First Responder Role until a national agreement is reached. Similarly Police Scotland cannot carry AEDs until further national agreements are reached. We are exploring how third sector organisations such as Mountain Rescue, Red Cross and Coastguard may be able to contribute their skills

Digital Innovation

Community Lead: Malcolm Henry NHS lead: Iain Ross

NHS Highland is doing a significant amount of work to try to streamline its patient data systems and is committed to expanding NHS Near Me. Near Me clinics are now available in Portree, Raasay and Kyle of Lochalsh.

So... What is NHS Near Me?

NHS Near Me is a new service which aims to provide consultations as close as possible to patients' homes: at home or at a local clinic. NHS Near Me is for outpatient appointments. NHS Near Me is an alternative way to provide appointments. Some appointments will always need to be provided in person, others may be more suitable by telephone, NHS Near Me offers a video option either at home or with clinical support in a clinic. NHS Near Me was created in response to patient demand to reduce travel to Raigmore for appointments. It initially focused on outpatient services but work has begun on testing NHS Near Me in GP practices and community teams: news to follow. Near Me clinics are available in Portree and on Raasay.

The Highland Haematology service is the number one provider of NHS Near Me consultations in Scotland. Consultant Dr Peter Forsyth says: "Although there are some issues still to be ironed out, this service undoubtedly markedly reduces the burden of travel on patients and carers particularly for patients suffering from conditions that require frequent review."

Housing

Community Lead: Neil Ferguson Prof Lead: Ruaridh Mackinnon

LSHA has produced a Housing Options Leaflet outlining all options available for Housing within the Skye & Lochalsh area. The leases for the 4 properties in Broadford are now in place and NHSH have arranged occupation of the new properties. There is also a property in Portree provided to a Care Provider Company. NHS Highland have advised that there is currently no requirement for student accommodation.

LSHA has confirmed it's current development programme which includes Kyle (13 units), Kyleakin (14 units) and Portree (45 units), are all under construction (or about to start) with further approvals due to be announced later in 2019. It is also hoped that work will start in Staffin (6 units) in Autumn 2019 under a partnership arrangement.

LSHA feels that all requirements relating to Housing within the Ritchie Report have been met by LSHA given the needs expressed by NHSH to date. Despite the Housing needs within the Ritchie Report being met currently, LSHA and the community representative for housing are exploring further future housing solutions. LSHA are looking to develop a concept that it is calling "Healthy Homes". This aims to be a locally based solution to improve the quality of privately owned housing stock within the Skye & Lochalsh area (81% of all housing) to ensure that funding can be sourced to retrospectively improve the fabric of homes, the insulation of homes and provide Technology Enabled Care within homes using the new upcoming digital platforms.

By this co-ordinated approach, LSHA aim to not only keep people out of fuel poverty, and the stress associated with that, but help reduce poor housing related health related problems.

LSHA are currently in discussions with potential funders to set up a pilot project which will be evaluated to measure these outcomes.

LSHA is also looking into a partnership arrangement with another Housing Association that specialises in Care Provision Housing. We are exploring the possibility of some "Assisted Accommodation" within the Portree area. This would likely be for tenants who require having a greater interaction with on-site staff.

If you would like a copy of the housing options document please get in touch with the Housing Association

Facal mu dheireadh - in closing Sophie Isaacson,

Community Project Officer

This is the first of our bi-monthly community updates. If you have any questions please send them in to me and I'll pass enquiries on to the relevant community leads. This post is funded by the Edinbane Community Company, SOSNHS, Dunvegan Community Trust, Friends of Portree Hospital, Struan Community Trust and the Portree & Braes Community Trust. I'm so happy to be on board with this great team of people who are working tirelessly towards better healthcare solutions for this beautiful area and I'm enjoying slowly becoming part of the community of the North of the Island.



'S fheàrr slàinte na beartas

Health is better than wealth.

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>

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