

HEALTHCARE SERVICES COMMUNITY UPDATE

CUAIRT LITIR CURAM SLAINTE COIMHEARSNACHD CEANN A TUATH AN EILEAN SGIATHNAICH

*An update for the community on the Sir Lewis Ritchie
Report progress*

Overview from Maggie Cunningham, Facilitator

To quote Sir Lewis Ritchie, "When we came in December it was dark and dreich inside and out. I am delighted to say that coming back in May there is sunshine and brightness inside and out and this is very encouraging." Sir Lewis and his team, were very impressed with progress made over the past six months, especially in Out of Hours Urgent Care and in re-instating community beds.

He paid tribute to the hard work of the community and key staff in NHS Highland and the other agencies - Scottish Ambulance Service and NHS 24 - for being so committed to delivering these key recommendations.

While it is clear that the work is not done, by any means, he and his team believe that the commitment and co-production achieved here could be a blue-print for other areas across Scotland.

Update from Ross Cowie Community Lead, Urgent Care



Sophie Isaacson,, Shona MacPherson, Cathy Shaw, Janice Stephenson, Alistair Simpson & Ross Cowie in Portree Hospital

24/7 Urgent Care has been operational since the 3rd of June 2019. Ross Cowie, the Community Workstream lead states that. "We are really pleased with where we are... morale is extremely good and we have a really robust Urgent Care team of ANPs and APPs based in Portree. They are to be joined in the hospital by SAS who are close to doubling the number of paramedics and technicians in Portree from 6 to 12 and are targeting the end of October to have a fully operational on shift service working out of Portree hospital. NHS24 are in the process of introducing two ANPs to this new, innovative and exciting Urgent Care package. It has been a pleasure to work with all of the services and I look forward to continuing developing this great asset together."

Catriona MacDonald, Community Lead on Pulling Together

This is how Jeane Freeman, Cabinet Secretary for Health and Sport, summed up what we have achieved, following her visit to Skye on 27 May 2019: "...there has been progress in taking forward the recommendations...though there is clearly much still to be done. The contributions I heard over the course of the day gave me confidence that by working together the services and the community through real collaboration and co-production can achieve their shared goals. It was also evident to me that a significant commitment to this way of working is required by all those involved and that despite obstacles encountered along the way you have found a path through....I will retain an interest in what is happening in Skye and look forward to regular updates from my officials. I also know Sir Lewis has committed to return within the year which is heartening."

Community Beds Portree Hospital

Community Lead; Fay Thomson, NHS lead; Tracy Ligema

"We're delighted to report the Glamaig ward at Portree Hospital opened on 01 July 2019. The ward is not yet fully staffed but an additional three beds are available at the hospital, bringing the total number of available beds to nine. NHS Highland are currently advertising a vacancy for a staff nurse. We hope all 12 beds will be open as soon as that position is filled." Fay Thomson, Community Lead

Raasay

Community Lead; Anne Gillies, NHS lead; Tracy Ligema

"It's taken a very long time, but we're delighted that a positive advert for Raasay nurses finally went out on 22nd July. Please tell everyone who might be interested about www.raasaynurse.com and direct them to jobs.scot.nhs.uk and search for Raasay. The closing date is not until 19th August, to allow for potential applicants being on holiday. We can't relax until there are nurses in post but this is a significant step forward in the restoration of an acceptable level of healthcare services on Raasay." Anne Gillies, Community Lead

Centre of Excellence

Community Lead; Ronald Macdonald, NHS lead; Pam Nicol

At the request of NHS Highland, NHS Education for Scotland's (NES) Remote and Rural Healthcare Educational Alliance (RRHEAL) and Clinical Skills Managed Education Network (CSMEN) have worked with the University of Highlands and Islands, NHS Highland, NHS 24, the University of Glasgow, community leads and members to co-produce a draft proposal for a Scottish Centre of Excellence (CoE) in remote and rural models of care, digital innovation and multidisciplinary education and training for health and care professionals. The development of a CoE was recommended in Sir Lewis Ritchie's Independent External review of Skye, Lochalsh and South West Ross Report (SLSWR) 2018.

Such a CoE, based in a new 'hub' in Skye, could help future recruitment and retention of skilled staff to the area, improving sustainability and quality of health and social care services delivery. The Centre would support service sustainability, resilience, improved recruitment and retention of skilled staff and the sharing of models of excellence for the continuous improvement of the health and wellbeing of people in remote, rural and island communities throughout Scotland.

The multi-agency and community working group, established in November 2018, has been meeting monthly to progress the development of the CoE Proposal. The group of key remote and rural education/training, service and community partners has worked collaboratively to produce a draft CoE proposal which has been shared with Scottish Government for comment. The proposal has suggested that a hub be established in Portree with additional hubs located throughout the area linking to each other remote and rural areas using innovative technology.

SOSNHS Skye

Myra Macleod, Secretary

SOSNHS SKYE welcomes Mairi MacDonald as its new Chair. A resident of Staffin she had 1st hand experience of a shut hospital door which led to her getting involved from the outset when SOS SKYE was initially set up.

Although only days into the role Mairi is delighted with what has been achieved to date, having urgent care available 24/7 and realises that teething problems with staffing will be overcome to get all the beds re-opened. Of major concern is the problem of delayed discharges, which won't go away without access to the Care at Home Service, the service is desperately short of staff so it is essential to keep communication open with the communities and work with NHSH to ensure improvements to the service we receive. Mairi is happy for anyone to raise concerns with her. Contact her on mairino3@aol.com

First Responders

Community Lead; Neil Campbell NHS lead; Evan Beswick

Community First responders are a vital part of our emergency resource and provide care and support while an ambulance is on its way. By being local and able to respond quickly, Community First Responders are able to provide an early intervention in situations, such as breathing problems, heart or asthma attack before the ambulance crew arrives, dramatically improving patient survival and recovery. A role as a Community First Responder is a great way to make a difference to your community and the people who live there. This is a long-term commitment, but the satisfaction that you can achieve from the role can be incredible. To find out more or to join your local team please don't hesitate to get in touch with sophie@portreeandbraes.org

Friends of Portree Hospital

Did you know, that every time you shop on amazon you could be contributing to Friends of Portree Hospital? if you go to www.smile.amazon.co.uk and then search for Friends of Portree Hospital in the list of Charities and select you can shop and raise money for FoPH at the same time! Neat eh! :) Lookout for more information about what the group is up to coming in the next newsletter, but for now, if you'd like to more or if you'd like to support or join the group, please don't hesitate to get in touch with Jessica Donaldson jessica.donaldson@btinternet.com

Transport & Access

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

The recent Sir Lewis Ritchie Review on Progress on the 28th of May 2019 and the visit of the Health Secretary - Jeane Freeman on the 27th of May both focussed most minds on driving and delivering something in the way of results or, if not quantifiable results, a statement of "progress" – unfortunately - other priorities affecting participating individuals involvement has led to little tangible progress in the weeks since then - on this Workstream.

After an appeal for help during a Transport and Access -SOSNHS Skye presentation on the 27th of May, which was also attended by Senior involved NHSH Officials and Sir Lewis Ritchie - the Health Secretary, in person, did agree to undertaking a holistic Access Audit on all SLSWR NHSH facilities including the new-build Broadford Hospital to ensure they meet not only the Disability Discrimination Act but its successor legislation The Equality Act. Furthermore we requested, and it was minuted and agreed, that when "Access" issues are highlighted by those affected at any time, then those issues they raise should be addressed immediately. Once completed this Access Audit's results can be fed into a new Transport and Access Committee's remit for inclusivity of all services provided for the community, both able-bodied and disabled.

Coming now to the Sir Lewis Ritchie Review meeting on the 28th of May. On the general issue of Transport and Access, Neil Macrae- (Hitrans) and Community Lead, Tim Moore, once again, made strong recommendations to Sir Lewis Ritchie and his Team as well as Fergus Millan (From Scottish Government) about how statistics available 2011-12 within the NHSH showed clearly that Transport services had not been taken into account in the redesign of Health Service Provision in SLSWR and this vital aspect had, had no input into the redesign decision. They pointed out that, although NHSH Highland were now looking at ways to mitigate effects on the community, and its Chief Officer NHSH with responsibility for Health Service provision here, including the SLR Recommendations, was now engaging input from a variety of source functions within NHSH to advise him of possible ways forward on the matter of Transport and Access in SLSWR is in fact much, much larger issue requiring resolution than even the SLR Review's concerns highlighted. It is collectively hoped, and being pursued by all affected and responsible parties within NHSH and the workstream leads that Highland Council, and therefore directly the Scottish Government (Fergus Millan stated he would look at engaging his counterpart in the Transport Sector as well as involving high-level SAS involvement) take authority and ownership of Transport as it affects specifically this community and others throughout Scotland. We hope that in a timely manner the re-establishment of a Transport and Access Committee will begin to get to grips with an overlooked and woefully inadequate provision of connected Transport infrastructure for this community. With the forthcoming Options Appraisal Process commencing in Autumn 2019 we hope that Transport and Access form a large part of the NHSH/Community Co-Production.

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. Get in touch with the housing association for a copy of the new Housing Options leaflet.

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. The housing workstream will also be working alongside the Centre of excellence workstream as that project develops to ensure innovative housing solutions are a priority.

Facal mu dheireadh - in closing

Sophie Isaacson, Community Support Officer

The visit from Sir Lewis Ritchie and Jeane Freeman in May 2019 and the progress which has been made over the past 5 months by the dedicated workstreams has been very encouraging. With Urgent Care open at Portree Hospital 24/7 and 9 beds now up and running we are seeing some really positive steps. The Community leads and NHS Highland have been working closely together to problem solve and create new and innovative ways of doing things to make services stronger and more accessible for our communities and I can't emphasise enough how many hours and how much effort has gone in and will continue to go into this process. As workstream leads continue progressing, monitoring and supporting we will be looking to the next stage of the Sir Lewis Ritchie Report over the next few months and we hope to engage with many members of the community to work on an Options Appraisal to look to the long term future and what provisions are needed for North Skye. Please keep your eyes open for details of this or get in touch with me if you're keen to be involved.

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.ritchireport.net and www.portreeandbraes.org

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

