TOBERMORY GPs
OUT OF HOURS (OOHs) OPT OUT

YOUR VIEWS!

Community and Staff
Feedback

REPORT

FINAL  
30th October 2014
Background

Providing high quality, safe and affordable health service to remote and rural communities across Scotland is challenging. It is a challenge for the present and for the future.

Rural GPs have been making changes over the past few years to the way they provide services once their surgeries are closed “Out of Hours”. But this is just part of the bigger picture.

The Mull and Iona GP Out of Hours Review Group has been established to examine and develop potential models to ensure a sustainable, high quality and satisfactory in and out of hours health service for the local communities on the islands. The review is likely to run for a period of twelve months after which once approved the Oban Lorn and Isles Locality Management will put in place a plan to implement the recommendation(s).

The review will not include day to day operational issues.

As part of the overall process of the review, it is essential to gather feedback from communities and staff across Mull and Iona about their experiences of medical (GP) services and for them to put forward comments or suggestions that they might wish to make.

To support the overall review, members of the local communities and staff were invited to complete a feedback form “Your Stories!” (Appendix 1) and return using the Freepost envelope supplied. Forms were made available in a wide range of locations including the hospital, local GP surgeries, village shops, post offices, churches, mobile library, Local Authority Service Point, fire and police stations to name a few. Approximately 400 feedback forms were distributed. A total of 61 feedback forms were returned by post. Appendix 2 provides the detailed unedited responses for information.

People were also given the option to complete the feedback form online through Survey Monkey. The same questions were used to ensure consistency. A total of 30 responses were received and these have been included in the report.

The Argyll & Bute CHP held a public drop in event in Tobermory on Thursday 21\textsuperscript{st} August. Sessions ran 12.30pm – 2.30pm, 3pm – 5pm and 5.30pm – 7pm. Members of the community were encouraged to attend to find out more about the current situation but also to speak to senior managers about their concerns. The drop in event was advertised via flyers / posters sent to various locations, for example GP surgeries, local shops, post offices, library, etc as well as an advertisement placed in the Oban Times (14\textsuperscript{th} August).

People attending were handed a “Your Stories!” feedback form to complete either on the day, post back to the Planning and Public Involvement Manager using the Freepost address provided or online using Survey Monkey. Approximately 120 people attended on the day which represented a good
turnout, and several completed feedback forms were posted in the feedback box.

The deadline for submitting the “Your Stories!” feedback form was Friday 5th September.

At the drop in sessions, there was another opportunity for people to share their concerns, comments or ideas posting these on the “Talking Wall”. 13 people did this and these too have been included in this report (Appendix 3).

The Argyll & Bute Community Health Partnership (CHP) generic email address was provided for anyone wishing to share their experience of the services or indeed provide comments. 1 person used the generic email address to provide feedback.

In addition, the CHP received a number of letters and direct emails (emails to specific managers) where they express their concerns about the proposed opt out of providing an Out of Hours Service for the Tobermory practice catchment area. Approximately 70 contacts were made either by letter or email.

Themes emerged from both written letters and emails and to ensure these are recorded, these themes have been included in the overall feedback report. Actual letters / emails have not been included in detail to maintain anonymity of the authors.

“Your Views!” Feedback Results

The evaluation of the feedback received has provided both a quantitative and qualitative feedback.

A total of 61 feedback forms were received. The following provides a brief summary of the quantitative and qualitative feedback. Referring to Questions 1, 3 – 5, not all questions were answered fully therefore totals may not match the total number of feedback form received (61).

In terms of qualitative feedback, given the volume of responses received a summary of the main issues or points provided have been included in the main body of this report. Appendix 2 provides the detailed unedited written feedback received from all responses received (“Your Stories!”).

1. What is your experience of using the Out of Hours service provided by the Tobermory Medical Practice?

- Not everyone has used the Out of Hours (OOHs) service
- Some people have had positive experiences of the service provided by the Tobermory GPs – in the past, present
- A number of patients have had less positive experiences OOHs, some feel they did not receive the level of care they expected to receive
• Disgust that the GPs have decided to opt out of providing OOHs service
• Little confidence of OOHs service based on conversations within the community / others experiences
• Response time from call to speaking or seeing the doctor criticised; in some cases people have been given advice & “left to deal with it” on their own
• OOHs doctors should be based at the hospital
• OOHs service is something that rural doctors owe to their communities
• Locums just as good as the doctors

What was good, what wasn’t?

• “Scary situation with the prospect of no Drs after hours – feels like 3rd world country”
• Excellent service in the past

2. If you have used NHS 24 how would you rate your experience?

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<thead>
<tr>
<th></th>
<th>No of Responses</th>
<th>%</th>
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<tbody>
<tr>
<td>Very effective</td>
<td>6</td>
<td>12.2%</td>
</tr>
<tr>
<td>Quite effective</td>
<td>8</td>
<td>16.3%</td>
</tr>
<tr>
<td>Not effective</td>
<td>21</td>
<td>42.9%</td>
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<tr>
<td>Don’t know</td>
<td>14</td>
<td>28.6%</td>
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<tr>
<td><strong>n=</strong></td>
<td><strong>49</strong></td>
<td><strong>100.0%</strong></td>
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12 respondees declined to answer this question therefore the control total will not match the actual number of responses received (61).

Do you have any comments or suggestions which would help improve NHS 24?

There are mixed feelings about NHS 24, some respondees have had a good experience but unfortunately there are many who have had a less positive experience. A lot of people suggest that the service should not cover the islands of Mull and Iona; staff at NHS 24 do not have a full understanding of how health services are provided in remote and rural areas especially the islands, nor an understanding of the geography of the area.

There is a lot of scepticism of how a diagnosis can accurately be made on the phone by someone who doesn’t know the patient or medical history. People suggest they are far more likely to phone the hospital or turn up at the casualty department so they can see a doctor. There is little confidence in NHS 24.

Suggestions about how to improve NHS 24 include:
• Better understanding of local geography and services e.g. travelling distances, ferry availability, what can and cannot be treated on Mull
• Island calls should go directly to the hospital at Craignure where staff should organise whatever help is required
• “Don’t assume the patient / relative knows nothing!”
• Website is not easy to use and unassuring
• Call back should be a lot quicker with more effective advice
• Reading from script unhelpful, make it more personal, less patronising

Another key point is that a lot of people really don’t understand the role of NHS 24, more information about the service and how it “fits” with providing health care services on Mull and Iona is required. This is a good opportunity for NHS 24 to do some positive engagement work with the population on the islands.

3. If in the future you were unable to access a GP after surgery hours (out of hours) would you know how to get the health care you needed?

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<thead>
<tr>
<th></th>
<th>No of Responses</th>
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<tbody>
<tr>
<td>Yes</td>
<td>26</td>
<td>46.4%</td>
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<tr>
<td>Not sure</td>
<td>11</td>
<td>19.7%</td>
</tr>
<tr>
<td>No</td>
<td>19</td>
<td>33.9%</td>
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<tr>
<td>n=</td>
<td>56</td>
<td>100.0%</td>
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5 respondees declined to answer this question therefore the control total will not match the actual number of responses received (61).

Would you have any concerns about this?

People are very concerned about loosing medical cover out of hours and the impact this will have on patient care, exacerbated by the fact that the islands of Mull & Iona are only serviced by one ambulance, one paramedic and two ambulance technicians. A lot of respondees suggest they would either phone the hospital or turn up at casualty department. Given the level of criticism about NHS 24, most people are unlikely to the service.

Many parents of young children and older people are extremely worried about the possibility of having no medical cover out of hours. Timely help in an emergency is of paramount importance.

From correspondence received it is apparent that the out of hours situation could have a detrimental effect on the local economy i.e. people have stated that tourists are less likely to visit the island which in turn will have an impact on local businesses. There is a perception that some local residents are already making plans to leave the island as a direct result of loosing the out of hours service covered by the Tobermory GPs.
It is also important to note that from the responses given, 19 people (33.9%) suggested that they would not know how to get the health care they needed with a further 11 people (19.7%) who are not sure if they knew what to do. There is a need to ensure that people know how to get the help they may need, including advice on self care / management and how to access services more appropriately. This could result in people dialling 999 or using casualty department inappropriately.

4. Do you have any other Comments?

There were many comments provided. In summary these included:

- The community feels vulnerable as a result of the Tobermory GPs withdrawing the provision of an out of hours service for their practice population
- Doctors taking up posts in remote rural areas should be aware that it is not a normal 9 – 5 job
- Access to local doctors after hours is important
- Local contract / solution that is sympathetic to local needs and equitable with other areas; island / rural GP contract
- Ambulance should be based in Tobermory, not Craignure or Salen
- Concern about the whole health service on the island including medical and withdrawal of other services such as maternity; “woefully inadequate”
- All out of hours calls should be triaged through the local hospital
- Should GP cover become more scarce, people are genuinely worried that with only one ambulance and one paramedic, there is not enough emergency provision on Mull
- Replacement GPs for out of hours care should be based in Tobermory – biggest population
- GPs should want to be part of the community
- “The island used to be the safest place to live, not now”
- With regard to normal surgery hours (Tobermory), it would be helpful if some appointments were available as well as drop-ins
- Concern what would happen if there was a major incident on Mull e.g. a serious accident
- Fear that the out of hours service will be provided by doctors who are unfamiliar with patients medical ‘history’
- For this to work, local communities need to be given assurances that this will work, without detriment to their health
- Poor public transport
- The opt out does not just affect Tobermory but the whole of the island and Craignure Hospital
- The issue of opting out has urgently highlighted the distinct lack of emergency cover, both medical and ambulance

Summary

A total of 61 feedback forms were completed and returned (either by post or using Survey Monkey) representing a reasonable response.
In terms of general comments, the following provides a summary of the main points made.

<table>
<thead>
<tr>
<th>General Points</th>
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<tbody>
<tr>
<td>1 General perception that the community are unfamiliar with what to do when they or someone else falls ill, when it is appropriate to call NHS 24, what constitutes an emergency i.e. when to dial 999, and what other options might be available where a doctor is not required e.g. self help or pharmacist for advice. Suspicion that people would call the doctor whatever the situation</td>
</tr>
<tr>
<td>2 Fear of loosing the OOHS service and ramifications of this e.g. economic impact if tourists no longer feel confident about visiting the island without perceived appropriate level of care, and impact on the local population / businesses</td>
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<tr>
<td>3 Little faith in NHS 24, this could be as a result of lack of understanding and appropriate use. People are definitely worried about response times, no understanding of geography / distances people have to travel and that Mull and Iona are islands</td>
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<tr>
<td>4 Disgust and animosity towards the Tobermory GPs based on their decision / ability to opt out of providing OOHS service for their patients – comments such as “rural GPs should be prepared to provide a service that meets the needs of the local community”; “service they owe to the community”.</td>
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<tr>
<td>5 The community feels very vulnerable</td>
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<tr>
<td>6 Concern about the whole health service on the island including medical – lack of medical care / concern that some services already withdrawn (e.g. midwifery, well woman clinics)</td>
</tr>
<tr>
<td>7 Geography of Mull, journey / response times and the impact delays in reaching patients will have on health outcomes</td>
</tr>
<tr>
<td>8 Concern that there is only one ambulance on the island, one trained paramedic, wholly inadequate. People would like to see the ambulance based in Tobermory, not Salen or Craignure.</td>
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<tr>
<td>9 Would like to see an “island contract / solution” that is sympathetic to local needs and equitable with provision in other areas; use NHS Highland innovation to find suitable RURAL GPs; suggestion that the local community be more involved in recruiting doctors</td>
</tr>
<tr>
<td>10 Appropriate reliance on air ambulance given geography, transport and adverse weather conditions</td>
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The results of the community and staff feedback will be used by the Mull and Iona Out of Hours Service Review Group to ensure the views of the local communities are included when planning how medical services both in and out of hours on Mull and Iona will be organised in the future. All feedback received has been very important and of great value.
Many thanks to all those who returned their completed “Your Views!” feedback forms.

Caroline Cecil
Planning and Public Involvement Manager
Argyll & Bute CHP

30th October 2014
TOBERMORY GPs
OUT OF HOURS (OOHs) OPT OUT

YOUR STORIES!

We are keen to hear how you feel about clinical services provided on Mull

Why?
The Argyll and Bute Community Health partnership (CHP) needs your views to make sure the future model of care for the GPs Out of Hours service meets your needs. This is where your experience of using the current service is important and of great value.

How can you do this?
Complete this feedback form and return it to the FREEPOST address on page 2

.complete the feedback form online at
https://www.surveymonkey.com/s/MullIonaOOHPatientFeedback

email us your story / views to nhs.abchp@nhs.net

Your feedback will be confidential. By that we mean:

✅ we will not name you in the document we will create of the views we receive
✅ if you share your views but you do not want these to be part of the public record of the feedback we receive, we will respect that and your views will not be included

Q1 What is your experience of using the Out of Hours services provided by the Tobermory Medical Practice?

What was good, what wasn’t?
Q2 If you have used NHS 24 how would you rate your experience?

Very effective ☐  Quite effective ☐  Not effective ☐  Don’t know ☐

Do you have any comments or suggestions which would help improve NHS 24?

Q3 If in the future you were unable to access a GP after surgery hours (Out of Hours) would you know how to get the health care you needed?

Yes ☐  Not sure ☐  No ☐

Would you have any concerns about this?

Q4 Do you have any other comments, ideas, concerns or questions?

(Please continue on a separate sheet if necessary)

We welcome your more detailed comments, ideas, concerns or questions. Please attach them to this sheet

Please return this feedback form no later than Friday 5th September 2014 to:

Caroline Cecil
Planning & Public Involvement Manager
FREEPOST RRYT-TKEE-RHBZ
NHS Highland (Argyll and Bute CHP)
Blarbuie Road, LOCHGILPHEAD, Argyll, PA31 8LD

If you need help completing this form or to receive a copy in a different language / format (e.g. large print) contact Caroline ☏ 01546 605681 or carolinececil@nhs.net

Thank you
APPENDIX 2

TOBERMORY GPs OUT OF HOURS OPT OUT

FEEDBACK

The following provides detailed unedited written feedback received from all forms received by post, online survey monkey and email. Each has been given a unique reference as part of the overall analysis of responses.

Q1. What is your experience of using the Out of Hours service provided by the Tobermory Medical Practice?

- ???? [tob01/05aug14]
- Former GPs Drs Jack + Lineman were 1st class. The current twosome Drs Lavery & Chapman – part time Drs. He is always off island up a mountain somewhere or other and she is never available [tob02/13aug14]
- We use Salen doctors surgery [tob03/25aug14]
- Not had to use Tobermory doctor. It was last year and I got Salen doctor [tob04/25aug14]
- On the 26th Feb this year my husband fell & broke his ankle. He was lying on the path at the back of our house. It was raining and freezing cold. Our doctors were on their night off. So I rang 999 to be told not to move him and the ambulance would be 50 mins at least. He was growing colder & shivering so I phoned and got the fire brigade who were round in 5 mins. They got him on a spinal board into the warmth & administered oxygen. They could do nothing for his pain and when we did get into the ambulance 1 ½ hrs later he would get no pain relief as there was not a paramedic on board. So it was almost 3 hrs before he got anything for the pain. His ankle was so badly broken he needed 9 screws & a metal plate. This is, in my book unacceptable! [tob05/25aug14]
- I have no complaints. I have found the doctors to be extremely considerate and helpful. It is very good that there is a choice between making an appointment or going to the surgery and waiting to be seen. This is very important especially when you hear the stories from other places where there are appointments only and it can be days or even weeks before you get an appointment [tob06/25aug14]
- Am 71 years old, brought into the world by late Dr MacIntyre and following on through his successors, Clegg, Parson, Linerman, Jack and ? have been absolutely first class, especially having serious health issues, but am really worried and disappointed with latest developments which in my view is outrageous [tob07/21aug14]
- It worries me that if you phone the doctor you won’t be able to get anyone, also my main concern is there is no ambulance based in Tobermory. Anyone needing ambulance today would have to wait at least 45 mins – please can we have one based in Tobermory (capital) [tob08/21aug14]
- Not required yet [tob09/21aug14]
- Fortunately I’ve not needed this service [tob10/21aug14]
I cannot thank you enough our GP’s and locums for the kindness, courtesy and quick response in the care of terminally ill husband during the last 18 months of his life when he was confined to a hospital bed at home with bone cancer. As a wife & carer the knowledge that they responded out of hours when emergencies occurred was so reassuring & vital. However, Tobermory & our area has greatly increased in population in the last 20 yrs or so. The coverage of night & day calls very onerous, though never denied to us.  

The service was first class with previous GPs in Tobermory.  

As a member of the community with an underlying medical condition, I required emergency assistance overnight for a seizure. Medical staff came v quickly, and ensured I had the right treatment at the outset.  

Fortunately I have not needed these yet! Now however I will not have that opportunity.  

Had to fight for a doctor to come to a baby with raging temp, rash. Terrible service, dismissive, rude, arrogant.  

Three years ago – excellent.  

Will we have one?  

O.K once you eventually get to see a doctor.  

The male doctor showed nothing but contempt for being called out to a very sick, disabled, old gentleman. Lost trust and faith and left feeling very vulnerable and angry. Manners and compassion are lacking.  

I have not had to use the out of hours service yet.  

Fortunately my husband and I haven’t had to use it yet.  

Fortunately, I haven’t required Out of Hours services.  

In the past “out of hours” service has been provided by our Tobermory Medical Practice, the wonderful doctors who have worked here over the years have cared for their patients efficiently & with much kindness. However, we now have a married couple with 5 young children & unfortunately they are opting out of out of hours care leaving the community in a very vulnerable situation, this is totally unacceptable as we are now at risk.  

Fortunately I have not had to call on them.  

First class. I’ve only used it once but it probably saved my life.  

I have been a patient with the practice for thirty years, during which time I helped to set up and Chaired the Patient Participation Group. Up until four years ago, when Dr Douglas retired we were all confident that any medical situation, in or out of hours, would be coped with personally by our GP or her locum. This was essential here. There was no A&E to which we could go. The ambulance took, and still takes, at least 45 minutes to get to Fionnphort. There are also two inhabited islands which it takes even longer to reach. With the advent of a new GP this changed. The GP and his locums are excellent clinicians and I have no complaint. But they seemed to expect that the system here would immediately operate under the same regime as that in the rest of the British Isles. No serious attempt was made to explain this satisfactorily to the patients and as a result there was a lot of uncertainty and resentment. The conditions that apply to the mainstream practices on mainland Britain simply will not work here or in the other remote rural areas in Scotland. They don't even work particularly well in England. 1. The ambulance, and we only have one paramedic here so heaven help you if he is off duty, cannot get to outlying areas on the Ross or elsewhere outside the central part of Mull, in less the thirty
minutes. For Bunessan, Iona, Torloisk, and Ulva for instance it is more likely to be forty to forty-five minutes. 2. The main dispatch control is, I understand, in Inverness. Trying to explain to them where you live is a nightmare. 3. In the tourist season the doctors also have to care for 250,000 visitors and this is rising all the time. With remarkable frequency they seem break their legs at Carsaig arches, have heart attacks on Iona and go down with winter vomiting in remote cottages. 4. NHS24 may have its uses in making decisions about whether you need to see a doctor, but with conditions such as heart attack, premature labour, stroke, you need medical care as a rapidly possibly, preferably from a doctor who has your notes to hand. You do not need to spend ten minutes struggling to answer questions from an equally stressed person who is trying desperately to make up their minds if you are hysterical or dying. Your GP would know and act accordingly. 5. On the mainland you can perhaps get to A&E yourself. Here, now that we have one, that would take longer than getting an ambulance to the patient - even if you are capable of phoning round all the neighbours to see if they will take you. 6. Medicines used to be delivered by post to the elderly without cars, those living more than ten miles from the surgery, and those to ill to drive. This was stopped. 7. Drugs required required for repeat prescriptions are frequently out of stock, even when ordered several days in advance. I have had to tramp round Glasgow trying to find what I needed, and on one occasion, when I was going abroad, Boots at Waterloo had to send a taxi to their main depot to get it for me, in time for me to catch a ferry. In both cases the drugs had been ordered within the specified time. 8. I cannot speak too highly of the actually medical care I have had here. Without exception the doctors have been competent and caring. The complaints I have are to do with the organisation of the NHS itself and the constraints they are placing on the provision of medical care in remote areas. [tob26/30aug14]

- Used once. Doctor called in early hours to sick child. Temp over 40, rash & listless. Dr Jack was at the house within about 20 mins of initial call to Salen Hospital (procedure at the time). She called me back within minutes of this initial call & made decision to come to the house [tob27/04sep14]
- We’ve never had any problem. My husband has had the doctor 3 or 4 times on call out [tob28/08sep14]
- Not used so far (only been here 4 months) [tob29/08sep14]
- Referred to NHS24 [tob30/08sep14]
- I have needed their services on several occasions and their response and care was second to none [tob/04aug14sm1]
- Although we haven’t needed the service often, on the few occasions that we have, the service has been fantastic. I had two home births and I especially appreciated the doctors making visits immediately after the births just to do newborn checks etc, and see how I was doing. I have only actually been to visit a doctor once during the night, but we met at the hospital which was still in Salen at the time, and that was fine; although it was an emergency it wasn’t life or death and I felt able to drive the 20 minutes to meet the doctor. I have, however, had to contact a doctor in the middle of the night before and I phoned the hospital who passed my message on to the doctor who phoned me back immediately. Knowing my family history they could immediately help without having to go into a huge backstory; the service gives such amazing peace of mind [tob/05aug14sm2]
• Never had occasion to use it but have heard extremely positive things about it [tob/05aug14sm4]
• In past years I had excellent service with a doctor visiting our home within 20 minutes of a call in the middle of the night when I experienced overwhelming pain which turned out to be caused by gallstones. At the time I was very frightened and thought I might actually be dying! Sounds silly now, but at the time I was really thinking it. It is phenomenally reassuring to have a doctor with you so promptly. We were disappointed that an on-call doctor (now retired) did not come to us when our young son had got his private parts snared in a zip. The doctor spoke to us on the phone and gave us some advice but left us to deal with it. We did eventually but not without significant distress both to our son and ourselves. Our son was in too much pain to move to the hospital, which would have been a 30 minutes drive away [tob/05aug14sm5]
• Not yet been necessary, but I don’t look forward to it with any confidence [tob/05aug14sm6]
• Not very helpful, can’t say anything good about it [tob/05aug14sm8]
• I have not needed to use the out of hours service….yet [tob/05aug14sm9]
• I have previously had good experience of the out of hours services before Dr Lavery took over. Since then the service has deteriorated considerably [tob/05aug14sm10]
• Dr Chapman didn’t seem to care. Like he couldn’t be bothered coming out to see me whilst I was in agony. Told me there was nothing he could do [tob/05aug14sm11]
• Have had two experiences, one was excellent and help was with us very quick, another experience was very poor and help caused my partner to be in a lot of pain [tob/05aug14sm12]
• Previously it has been an excellent service [tob/05aug14sm13]
• Yes I broke my ankle, this was before NHS 24 was used on the Island [tob/05aug14sm14]
• The Out of Hours service is fantastic. I’ve used it for my daughter who had an ear infection and a high temperature, also for my Dad who has heart problems and my Mum before she passed away from cancer. NHS 24 is a disaster, although the Ambulance staff are very good the island roads mean you have to wait up to an hr for them to arrive. Some times with just a technician on board making it nothing more than a taxi service. Because of the lack of other medical services it reassuring to know that when required there is help from the doctors [tob/06aug14sm15]
• Dreadful, had to wait 3 hours for a doctor to arrive [tob/07aug14sm16]
• Ambulance took 50 minutes, hubby had broken ankle..was in pain for nearly 3 hours before getting anything to help..not acceptable [tob/09aug14sm17]
• You used to know that a doctor would come and see you, or arrange to see you at Tobermory surgery or at the cottage hospital, in the past year, since the previous doctor retired there are many changes. Now seems to be a reluctance to visit, ambulance is called even when drs are nearer / can attend sooner, and even simple casualty work which used to be done in surgery is sent to cottage hospital 20 miles away in Criagnure for Salen practice to deal with. This happens both in hours and OOH. People don’t want to complain as they fear it will affect their future treatment. Friends have had recent poor experiences – one fell over in Tobermory Co-op (broken hip) left to lie there for 40 minutes till ambulance arrived. Dr was in Tobermory surgery at the time but refused to
attend to administer pain relief for transfer prior to ambulance arriving. Same Dr had to deal with patient later to arrange further treatment and transfer off island. Other friend has known heart problems and had severe chest pain OOH. Tobermory Dr refused to visit to administer pain relief- ambulance takes at least an hour to this person whereas Dr only 20 minutes away. Dr again had to see this person at community hospital and arrange transfer direct to heart hospital for emergency major heart operation. Another incident – neighbour had fallen off his bike on road outside Tobermory, couldn’t stand (broken ankle). Pouring rain, car driver came across cyclist and phoned surgery to request doctor to attend. This was refused and car driver told to bring patient in to surgery. Casually could not get into car, eventually ambulance dispatched and arrived 80 minutes after accident. Patient hypothermic, other practice had to deal with onward transfer off island for treatment. 

- Good, Tobermory drs were excellent [tob/09aug14sm18]
- Good doctors very professional [tob/12aug14sm20]
- The doctors all look tired [tob/12aug14sm21]
- The locums are just as good as the doctors [tob/12aug14sm22]
- I was concerned that the doctors cover the hospital and all the patients in a big island. [tb/12aug14sm23]
- The service should be based at the hospital [tob/12aug14sm24]
- Many years of personal care by local, dedicated and committed GP’s [tob/29aug14sm26]
- A very good, very effective service provided by local GP’s [tob/29aug14sm27]
- I have had excellent experiences [tob/01sep14sm28]
- No issue – you just ring the hospital in Craignure where you can get 24/7 service. I have no requirement to ring the Tobermory Medical Centre when there is this facility elsewhere on the island [tob/02sep14sm29]
- Awful [tob/14sep14sm30]

What was good, what wasn’t?

- It is now a scary situation with the prospect of no Drs after hours – feels like a 3rd world country [tob02/13aug14]
- In the past all good [tob07/21aug14]
- Dr always visited. Sometimes several hours of a wait [tob16/21aug14]
- Good turn out from doctor but NHS24 is just a dangerous nightmare. Takes far too long with telephonist having no understanding of how to deal with an island situation [tob18/21aug14]
- See above [tob19/21aug14]
- N/A [tob22/27aug14]
- Cannot comment [tob24/28aug14]
- All of it [tob25/29aug14]
- I would rate the system + service that was in place at this time (2010) as excellent. I was talking to a qualifies medical professional within minutes of my first call which was very reassuring [tob27/04sep14]
- Response efficient, backed up by doctor’s visit – locums, as it happens [tob30/08sep14]
Q2. If you have used NHS 24 how would you rate your experience?

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<th>No of Responses</th>
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<tr>
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<tr>
<td>Quite effective</td>
<td>8</td>
<td>16.3%</td>
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<tr>
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<tr>
<td>Don’t know</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>49</strong></td>
<td><strong>100.0%</strong></td>
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Do you have any comments or suggestions which would help improve NHS 24?

- I do have concerns about NHS24! [tob01/05aug14]
- Scrap it – four hrs delay in responding to a call about a sick child – then told to go to a hospital on the mainland – they haven’t a clue!!!!??? [tob02/13aug14]
- Stupid questions asked e.g. is the patient conscious? [tob04/25aug14]
- Give us back our local support ie the Criagnure hospital who know the area & what stage the emergency services are at [tob05/25aug14]
- Yes. NHS 24 had no idea I was and they had the wrong Post Code. Personal experience was accident to hand. Three hours later I was contacted by the local GP who then sent me to x-ray at the hospital. Fortunately the fingers were not broken! [tob06/25aug14]
- Have not used [tob09/21aug14]
- LOCAL ISLAND KNOWLEDGE e.g. travelling distances, ferry availability, what can & cannot be treated on island [tob10/21aug14]
- On this island it is a long & time wasting process. My own doctor suggested that in emergency it was wiser to ring the Cottage hospital as they always knew was on call and in the case of my chronically ill husband and knew exactly his condition and the urgency of any out of hours request [tob11/21aug14]
- Complete shambles. They have no idea how to calculate our emergency travel time, conditions etc [tob15/21aug14]
- Contact local doctor [tob17/21aug14]
- With a temperature of 39.8 was told to call back in two hours! Island calls should go directly to the hospital at Craignure where staff should organise whatever help is required [tob18/21aug14]
- Have a local island 24. A call could be made to the hospital with the problem and the relevant steps could be implemented. Home calls are a must as no all patients can travel to get to the doctor. We desperately need a Tobermory based ambulance as average times of 50 mins is far bellow the accepted legal waiting time [tob19/21aug14]
- Again, I haven’t required this service [tob22/27aug14]
- I have not, so far needed to use NHS 24, but, as I live on an island would be faced with the knowledge that after the last ferry at night, would not get off the island, therefore NHS advice to do so is unhelpful [tob23/28aug14]
- NHS24 need to appreciate our location. We cannot get to Fort William (or other hospital) and so need a full time doctor service locally provided. A doctor at the other end of the island or on another emergency is no use [tob24/28aug14]
- I would certainly not waste my time again [tob25/29aug14]
- Have not personally used NHS24 but from what I hear of other parents experiences, I have little confidence. Seems to add prolonged unnecessary
delays in obtaining advice or assistance from a doctor. Living in a remote area, delays are just unacceptable because emergency medical care could be some distance away [tob27/04sep14]

- Never used NHS 24 [tob28/08sep14]
- Not used [tob29/08sep14]
- Amount of talking req’d. Difficult because : - 1) I don’t hear very well on phone – hearing aids 2) my ‘emergencies’ have been to do with shortness of breath!! C.O.P.D [tob30/08sep14]
- Don’t know [tob/04aug14sm1]
- Don’t assume that the parent / patient knows nothing! They always insist that they are right and you are wrong; sometimes if it’s a recurring problem you KNOW what it is and just want to speak to your local GP, but NHS 24 insist on taking you step by step through all of the symptoms and possibilities. This would not be effective if it was an actual A&E emergency; and I KNOW that some people have had to deal with that in such a situation [tob/05aug14sm2]
- None. I have always found this service to be very effective and have no concerns about using them as first point of contact in Tobermory [tob/05aug14sm4]
- I used the website. It was not easy to use and was not reassuring [tob/05aug14sm6]
- Highland hub somewhat better [tob/05aug14sm7]
- Better training, especially in regard to geography [tob/05aug14sm10]
- Call back a lot quicker and more effective advice or quicker response when someone is in a considerable amount of pain [tob/05aug14sm12]
- Better understanding of local geography & services [tob/05aug14sm14]
- NHS 24 is a disaster waiting to happen. Staff reading of a script cant accurately provide the medical help that sick people require. Because of the unique rural lay out of the island an out of hours Doctor service is the only appropriate service that the local doctors surgery should provide. To give effective medical care for patients [tob/06aug14sm15]
- They don’t understand island life [tob/07aug14sm16]
- Ask people to call nhs24 rather than the hospital [tob/12aug14sm19]
- Better than the hospital nurses [tob/12aug14sm20]
- More nurses to triage the calls. Better than before [tob/12aug14sm24]
- My previous experience is using NHS24 in England – one time I had t wait such a very long time to get a reply, and the other time I was told to take the child to Casualty to be checked out. I didn’t find either time helpful or reassuring. If I was using the service on Mull I’d like to know that the person on the other end of the line was aware of our geographical location, and the restrictions this involves [tob/25aug14am25]
- Appaling, not personal, total strangers, patronising, useless waste of money [tob/29aug14sm26]
- A pointless, overrated waste of time and money. An utter cop out [tob/29aug14sm27]
- NHS 24 is a shambles – they are not equipped to deal with emergencies and have no concept of how people live on a remote island. My father would be dead if we had followed the instructions of NHS 24 [tob/02sep14sm29]
Q3. If in the future you were unable to access a GP after surgery hours (out of hours) would you know how to get the health care you needed?

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<tr>
<td>n=</td>
<td>56</td>
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Would you have any concerns about this?

- We have concerns about this! In Tobermory I would say its of the highest importance that we do have access to a doctor. (As for reasons below Q4). [tob01/05aug14]
- Stupid question if you are having a heart attack???? [tob02/13aug14]
- Yes, very concerned [tob04/25aug14]
- Very much so! [tob05/25aug14]
- In an emergency I would dial 999. I would not know how long the SAS were going to take to process the call and with only one ambulance available for the whole of Mull and Iona I would be extremely worried about how long it was going to take to arrive. I would not know if the doctor had been alerted or if he or she would be attending, e.g. Two and a half hours and three 999 calls before ambulance reached a very elderly man in Pennyghael. No doctor attended [tob06/25aug14]
- Extreme concerns, if no doctor available, only one ambulance, one paramedic, sadly we are moving backwards [tob07/21aug14]
- More info on NHS24 [tob09/21aug14]
- Extremely concerned as out of hours doctor essential when ferries, weather etc would limit one’s own options [tob10/21aug14]
- I live on a farm, am 80 yrs old. We have one ambulance on the Island, 40 mins & long ? away from the Cottage Hospital. My GP is 20 mins away. My husband (see below) dies peacefully and thanks to the doctors who responded out of hours to various emergencies. Both for carers & patients so confined out of hours care is essential [tob11/21aug14]
- Yes, as a single parent with 3 children, they worry about my epilepsy anyway, even knowing that, at present, a GP will come quickly [tob13/21aug14]
- No trust left in these Drs at all. I find it hard to go to the surgery for any help at all [tob14/21aug14]
- No as NHS24 does not work and neither do our new GPs want to. Possibly trip to hospital costing £80 in the hope the nurse would be able to summon a GP to help? {tob15/21aug14]
- Yes [tob16/21aug14]
- Yes [tob17/21aug14]
- Yes. Have no faith in NHS24. Would probably contact the local hospital directly [tob18/21aug14]
- NHS24 is not safe or fit for purpose on an island. Valuable time is wasted on the phone to somebody with no local understanding. Very concerned as I don’t know of a workable alternative [tob19/21aug14]
- No [tob20/26aug14]
- We have just found out but still do not have much faith in it all [tob21/26aug14]
- If it was a dire emergency I would dial 999 for an ambulance [tob22/27aug14]
- At this moment in time our doctors will opt out of (out of hrs) care from 1st Oct. Nothing, so far, has been put in place to cover these hrs [tob23/28aug14]
- We need to have access to a GP at all times as in the rest of the UK and that doctor has to be local not 50 miles away. There also needs to be a second doctor available in case the first is on another case. Reliance on first responders or paramedics is not acceptable and not fair to those individuals [tob24/28aug14]
- No [tob25/29aug14]
- Would call an ambulance. I would only be seeking help from a doctor out of hours if it was a genuine serious emergency / concern & if unable to speak to GP, ambulance is only realistic alternative. Although there is now much talk about whether our ambulance cover is adequate [tob27/04sep14]
- Possibly – we live in Dervaig. My husband & I both have health issues. His could be life threatening [tob28/08sep14]
- This worries me. I have always expected that I could call a doctor if necessary [tob29/08sep14]
- Yes, if there was no doctor available – my ‘condition’ is a worsening one which I live with, but do need help on occasion! [tob30/08sep14]
- YES [tob31/08sep14]
- Only if the help needed was already stretched to it’s limits for their sake as well as mine [tob/04aug14sm1]
- Of course I would! I have three young children, and although I can drive, if my husband were home alone with the children (which he often is), he couldn’t get them to the hospital as he doesn’t drive, and it’s half an hour away from us. An ambulance can take 45 minutes to get to Tobermory; sometimes that is just too long to wait [tob/05aug14sm2]
- That it would take too much time [tob/05aug14sm3]
- None. It is extremely well advertised and explained on how to contact medical advice and aid [tob/05aug14sm4]
- Obviously, in an emergency a little bit of panic (or a lot) can affect how you cope, and any uncertainty about how to access help will only exacerbate things [tob/05aug14sm5]
- Of course I have concerns [tob/05aug14sm6]
- Hospital manned by a nurse with support of distant OOH GP’s. Hospital too far for disadvantaged without transport, not every condition requires an ambulance, Only one ambulance crew on big island [tob/05aug14sm7]
- Only one ambulance on the island, so what happens if it is at the other end of the island and someone in To Emory needs it [Tob/05aug14sm9]
- Yes, what do we do in emergencies? [tob/05aug14sm10]
- My concern would be whether or not you would be able to get help quickly [tob/05aug14sm12]
- Of course [tob/05aug14sm14]
I do know how to access it but how helpful that would be would be another thing altogether. If after waiting for NHS 24 to read through their script, then decide if you require help, possibly after phoning back after an hr or two. How can they diagnose a patient without seeing them. An Ambulance could take up to an hr to come and then when it does arrive it may only have technicians. Causing more delay in getting the medical attention required. Causing the Golden Hour to slip past. This is a very worrying future for island medical care if GPs are allowed to opt out. [tob/06aug14sm15]

Of course [tob/07aug14sm16]

Very concerned [tob/09aug14sm17]

It is not fair or equitable to expect other doctors on island to do OOH work for you. Presume Tobermory doctors are just trying to get paid more for doing the same thing [tob/09aug14sm18]

No, nhs highland will provide good gPs [tob/12aug14sm19]

No [tob/12aug14sm20]

No [tob/12aug14sm23]

Yes, I would be concerned, but I hope that alternative arrangements will be clearly explained [tob/25aug14sm25]

YES! What option is there but to needlessly call an ambulance or speak to some anonymous computer operator/telephonist at NHS 24 – a total cop out! [tob/29aug14sm26]

I would only use it if I had to, in dire circumstances of impending death! Otherwise I would suffer and remain ill and wait to see a person/Dr. I know. This is a disgrace! It is going to cost lives! [tob/29aug14sm27]

Yes, of course I would be scared if I could not get help [tob/01sep14sm28]

No – just telephone the hospital at Craignure where there is always a doctor on site [tob/02sep14sm29]

Yes [tob/14sep14sm30]

Q4. Do you have any other comments?

We are very concerned that having to speak to someone on a phone when maybe she / he is having a heart attack or stroke. A doctor on call out of surgery hours is a MUST as we have no ambulance based in Tobermory!! [tob01/05aug14]

If doctors come here to work they should be prepared to realise it is not a 9 – 5 job and they either give us the service we require or piss off! They get paid enough so make them do the job they are contracted for – no compromises!!!! [tob02/13aug14]

If we found the needs, we would try and get to Craignure Hospital. As for Tobermory residents, it would be more difficult for them to do that. It is important to have something reliable for them [tob03/25aug14]

We should be able to access doctors after hours without worrying [tob04/25aug14]

We need proper support from all medical staff on the island! We also need a midwife living on Mull for our young mums. The island in my opinion has gone backwards as our medical support is poor comparable to 20 years ago! [tob05/25aug14]
• It would be a great relief and benefit if all out of hours calls were triaged through the local hospital. The local knowledge would benefit the patient and the doctor on call. In 2010 Bunessan surgery had a doctor on call 24/7 who shared the workload with a locum. In Bunessan there was a midwife/district nurse, a state registered nurse trained to assist the doctor to deal with emergencies and a receptionist. Now there is no SRN, no district nurse and no midwife on Mull. The SRN took a huge load off the doctor as she carried out all the taking of bloods, filling prescription and the well woman clinic etc. the whole set up has changed leaving the people on the Ross feeling confused & very vulnerable [tob06/25aug14]

• Other concerns, at Hospital in Craignure, no helicopter pad, which must add on time. Idea of lifeboat or fire personnel who are only basically first aiders is not the answer [tob07/21aug14]

• Wouldn’t know where to turn if GP opted out. Mail drop [tob09/21aug14]

• Apart from the worry of doctors availability, I am also concerned about the SAS here only having 1 paramedic so not always available to give emergency pain relief injections etc. Also concerned at loss of well man / well women’s clinic. This clinic previously saved my husband’s life by detecting serious illness [tob10/21aug14]

• My husband of 85 died last year of prostate - bone cancer, he died at home. During his 18 months confined to a hospital bed at home we had several doctor needing emergencies, they were always met night or day. Ambulance transport in his case would have very painful and not necessarily to the point. If this out of hours care has not been available my husband would have suffered much, and in one case would have grievously hurt. I would like to thank all those drs & others who gave such wonderful support & reassurance [tob11/21aug14]

• I am concerned that, should GP cover become more scarce, that there is not enough emergency transport provision should anyone need to get to the hospital in Criagnure [tob13/21aug14]

• On this island (Mull), we have been looking after our patients in the RIGHT way until now. I am appalled at this lack of out of hours Drs. This is an island!! We have gales, no ferried, no helicopters & no other way of looking after our patients adequately without Dr cover 24/7. Please send any NHS or associate members over here on a winters day & see how they like it without adequate Dr cover [tob14/21aug14]

• Get GPs that actually care for patients not money. Base new agender / arrangements in Tobermory. Include home calls as required in contracts. Ambulance to be based in Tobermory; busiest part of the island [tob15/21aug14]

• Dr needs to be available in north of island out of hours. Ambulance / paramedic car required to be based in Tobermory [tob16/21aug14]

• We should have G.P.s who want to be part of the community [tob17/21aug14]

• Replacement GPs for out of hours care should be based in Tobermory. Bunessan is covered with temp doctors knowing they have to cover out of hrs calls. Salen is also covered. The need is in Tobermory / Dervaig. Put the replacement Dr / Drs in the NHS house ready built in Tobermory. Must do home calls for certain situations eg palliative care, spinal injuries etc. Financial recompense should be made to patients travelling by taxi to access the out of hours service. We need an ambulance based in Tobermory [tob18/21aug14]
• Have “island / rural” Gp contracts drawn up so this shameful practice is not repeated. Base cover where the main population live, most visitors stay and the area that has been abandoned by the GPs who are meant to care ie … Tobermory. Ambulance to be based in Tobermory. 50 mins wait for a suspected heart attack patient when the GP was literally accessible but refusing to attend is a disgrace. Either give us GP cover or ambulance cover preferably both!  [tob19/21aug14]

• I feel that the people of Mull are on a witch hunt with the doctors in Tobermory practice. They have been very good doctors to me and I just feel they are entitled to some time with their family on weekends like everyone else. Times are changing, and we have to go with the flow. That’s all I have to say [tob20/26aug14]

• We are both pensioners and have considered selling up and leaving Mull as at our age this is the last thing we should be worrying about. The islands used to be one of the safest places to live, not now  [tob21/26aug14]

• Having lived on the island for nearly 60 years I have been lucky always to contact the Medical services for my children and my late husband if and when required also to know the GP / nursing staff were willing to attend. Currently, my experience with the TOBERMORY GPs has been amicable and I have appreciated their professional attention  [tob22/27aug14]

• Medical care in Tobermory & the whole island is woefully inadequate. We have one ambulance to cover the whole island – no midwife at all, despite the fact that enough babies are born on the island to warrant one. I feel very vulnerable living here as do many friends, the whole situation needs reviewing  [tob23/28aug14]

• Mull needs a doctor service that provides 24/7 all over the island and has sufficient backup to provide care should a doctor be dealing with an emergency. This cover needs to take account of the islands geography and the large number of visitors to the island. A doctor should be available at all times ? to an hour away. Surgery times should be returned to previous arrangements. It is obvious that the Tobermory surgery is very much run for the convenience of the doctors and not patients  [tob24/28aug14]

• I have found the NHS to be very good & have no complaints  [tob25/29aug14]

• I think it is wholly unacceptable that the Tobermory Doctors are seeking to opt out of ‘Out of Hours’ cover. They knew what they were taking on when they moved to a remote island community (quite recently). And surely providing alternative cover is going to cost the NHS small fortune (& ultimately the UK taxpayers!)  [tob27/04sep14]

• We’ve been led to believe that there is only 1 paramedic & 1 technician on the island and there should be 3. It maybe that a couple more could be trained. As in emergency it is the ambulance you call not the doctor  [tob28/08sep14]

• With regard to th normal surgery hours. It would be helpful and perhaps more efficient for patients and doctors if there were some appointments available as well as drop-ins. Re O.O.H.: it is very important for a community to be able to rely on a doctor’s services when needed. Surely a local GP should want to serve the community?  [tob29/08sep14]

• How can this situation have happened? Surely when new doctors were appointed they were made fully aware of the situation that there is no ‘pool of doctors’ available’ to provide cover and “opting out” was not an option applicable to the island? I have lived on Mull for almost 50 years and until now have felt well supported and “safe” with caring GPs! Perhaps the problem is a
wife/husband practice with heavy family commitment – the same house-hold disrupted for every call-out! I sympathise – but it’s the job they took on!! [tob30/08sep14]

- What would happen if a serious accident occurred out of hours? A major concern would be that if any help will come, it would take a considerable amount of time to arrive from Craignure [tob31/08sep14]

- My concern is mainly for the elderly and those with severe disabilities whose needs are greatest. Would a “Red Cross” type setup for transport to the hospital at least be viable? [tob/04aug14sm1]

- I think everything is very vague. People have been misinformed and everyone is panicking. I know there would still be emergency services available on Mull but first with losing all of the island’s midwives, then the change to having to contact NHS24 and now this; people (myself included) feel like our amazing health services are being taken away. When I came to Mull, eleven years ago, the service was AMAZING. Best health care service I had ever been a part of. I had a miscarriage and the doctor phoned me at home on a Sunday just to see how I was doing! That just doesn’t happen any more, and it’s such a shame because it’s vanishing before our very eyes and the small community health care system is being turned into a city health care system, which is just won’t be able to survive [tob/05aug14sm2]

- If I was concerned about my child out of hours I would drive them straight to Craignure which would require a Doctors presence anyway surely? [tob/05aug14sm3]

- I have none whatsoever. I feel that the overall level of care given to patients in Tobermory will be raised when the local practise is brought in line with the majority of the NHS and the medical staff are working sensible hours with scheduled time off. If people looked at what’s being offered as an alternative to constant on call instead of having hysterical, knee jerk reactions they might actually realise this [tob/05aug14sm4]

- I fear that if the OOH care is provided by those who do not know an individual’s medical history, there may be unnecessary frustration and delay in getting the help needed [tob/05aug14sm5]

- While OOS might work in other, mainland locations, I can’t see it working well here when the nearest ambulance might be 20 miles away and the nearest doctor at least 10 miles away. The nearest A&E is at least 40 minutes away, assuming the patient has access to transport. I have not yet received any satisfactory answer to these concerns [tob/05aug14sm6]

- Hospital manned by a nurse with support of distant OOH GPs..Hospital too far for disadvantaged without transport, not every condition requires an ambulance, Only one ambulance crew on big island which is also serving the rest of Scotland. For 9 month of the year island population doubled and trebled during school holiday golden hour of care is compromised [tob/05aug14sm7]

- What happens if there is an emergency in Tobermory and there is no doctor on call, and the ambulance is at the other end of the island, surely that could mean the difference between life or death depending on the gravity of the situation. Do you her any cover evenings and week ends from any doctor or is there no doctor cover at all [tob/05aug14sm9]

- I cannot understand how Tobermory’s fantastic health service has been allowed to turn in to a part time shambles. The surgery is only open 4.5 days per week with usually only one GP on so the waiting time is considerable. Plus the hours have been altered from 4.30 – 5.30 to 4-5 so they are no longer any use for
people who work. Why did the GP’s move here if they are unable to cope with the pressures of a small rural practice? [tob/05aug14sm10]

- For this to work, there would need to be reassurance to the residents of Tobermory that assistance would be received quickly and without any more stress to the person in need of help and to their partner/carer, are there going to be more ambulances available to cover the whole of the island? What would happen if someone has a life threatening condition i.e. heart attack, serious accident?? [tob/05aug14sm12]

- Because of the difficulties of getting expert health care at hand without a gp being on call we are all at greater risk of significant health deterioration and the cost to the health service and tax payer will increase. This is a retrograde step for the residents of this island [tob/05aug14sm13]

- We have a very limited ambulance service. Poor public transport. A elderly and very elderly, rural based population. Many isolated locations. How would health care get to them or how do they get to the health care [tob/05aug14sm14]

- As a parent of 2 young (accident prone) children I am very concerned about our medical care for the future. NHS 24 is a disaster waiting to happen. It is time wasting, delaying people getting the medical help they require. Ambulance service is another disaster. We have waited up to an hr for an ambulance in the past and have even called out the Fire Service and Lifeboat Crew for medical assistance as we had been so concerned. 1 Ambulance covering the whole island 1 hr 30 min from top to bottom is just not enough. Because of our rural geography of the Island we rely heavily on our rural community Doctors to provide medical care. If they are allowed to opt out it is vulnerable patients who will suffer as we will be left with City Doctors and not Rural Community Doctors. Who were employed to provide the community with health care when required 24/7. Doctors who accept rural community Doctors post should NOT be allowed to opt out of the Out of Hours care as this is a major part of the post. Tobermory Surgery has 2 Doctors. This allows for the Doctor on Night shift cover to start later in the day if it has been a busy night, also allows for 1 Doctor in the surgery for clinics and the other for house calls or emergency’s. The doctors at present do not appear to be keen on visits asking everyone to go to the surgery regardless of ability or transport. Please please do NOT let Tobermory Surgery OPT OUT. If they aren’t able to provide the service they agreed to when they signed their contracts they should relocate or be made to employ another Doctor to cover the OUT of HOUR service [tob/06aug14sm15]

- We need doctor’s who understand island life and not one’s that change to goalpost to suit their own need’s [tob/07aug14sm16]

- Do not understand why these doctors want to be here –they seem unwilling to engage in community life. Withdrawing from OOH is yet another example. In the past year they have refused to continue to help with training the lifeboat crew;also the doctor has always ben a village hall trustee they have refused to do this. There has been a very satisfactory provision of OOH cover for the past 25 years since I came to live on Mull. The GPs from Tobermory and Salen practice used to cover alternative weekends, (so the doctor was continually on call for either seven days/6 nights or 3days/2nights) The Salen and Tobermory practices were approved together a training practice in 1987 and shared a GP in training for a year’s post. This decreased the number of nights on call by one for each practice. In 1990 when the associate scheme was introduced there was an extra doctor shared between Salen and Bunessan practices so the
number of nights on call was shared out further. Tobermory got an half partner in 1991, and Salen continued to share the associate with Bunessan practice. Training posts stopped in the late 1990s and all the island practices became partnerships Salen + Bunessan one and a half Doctors and Tobermory one and three quarters. FTE For the past five years only one doctor covered overnight for both practices. This change meant that any doctor was on duty on average one or two nights a week instead of two or three, and it worked well. NHS 24 was sued only after new community hospital was opened in November 2012. this led to many changes – The doctors used to be contacted direct by patients, via community hospital nurses or from Ambulance control. On average there would be two or three patient contacts per night, and the average yearly OOH figures for patient visits for both practices was 60 – one a week, so not very busy! The new community hospital is 30-60 minutes travel by car from Tobermory practice area [tob/09aug14sm18]

- The local councillors are scaremongering. Let doctors have a life too [tob/12aug14sm19]
- The system in Mull is too old fashioned, the doctors are doing everybody’s jobs so no wonder they want to stop doing on call work after 6pm [tob/12aug14sm20]
- There have been claims on the internet to discredit the Tobermory doctors. That is disgraceful [tob/12aug14sm21]
- GPs on Mull are substitutes for midwives, dentists, ambulance crews, nurses when they are on call. Come on support the GPs who realise they need to have more night time support [tob/12aug14sm22]
- No-one seems to have realised that the radiology service hasn’t been replaced when the radiographer left and there is no holiday cover now [tob/12aug14sm23]
- Stop bullying the Tobermory doctors and making ludicrous claims on Facebook about the locums or the doctors themselves/I am not surprised they are not wanting to do OOH services with treatment like that [tob/12aug14sm24]
- Up until now we have been lucky to have committed and caring GPs, and I know that the out-of-hours service they have provided is more than what we could expect in other parts of the country. However, because of distance and the restrictions of ferry timetables, we on Mull do not have the same easy access to hospital and a Casualty department that people on the mainland do. Ideally I would like to retain care from people who know and care about me and my family, and the local community. I would like to know that if I need medical help at night someone will be able to come out to me or a family member. I know that if I had a sick child and was feeling anxious and worried, I probably wouldn’t be in a fit state to drive to Craignure. I am quite horrified to think that I might be asked to put a family member, who was ill enough to need me to call out a doctor, in a taxi. I am concerned that the Fire Service and Lifeboad crew may by default be expected to provide first aid treatment if the paramedics are elsewhere [tob/25aug14sm25]
- YES! The island needs dedicated, committed GPs willing to provide and maintain the long standing and well established local service. NHS 24 is a farce, it is useless, it is impersonal. This Opt-Out should NOT be allowed!!!! [tob/29aug14sm26]
- This opt-out does not just affect Tobermory but the whole of the island and remaining (committed) GP’s as the island GP’s provide a service to the Craignure Hospital. This inconsiderate, uncommitted, undedicated act affects
the remaining GP services on the island, affects the while island population and is NOT acceptable. It is a disgrace  [tob/29aug14/sm27]

- How are we on the island supposed to feel protected without the essential medical cover needed. The opt out issue has primarily served to highlight the lack of proper and sustainable medical cover. The issue of “Opting Out” has urgently highlighted the distinct lack of Emergency Medical Cover where a doctor is for many reasons unavailable  [tob/01sep14/sm28]

- My experience of the Tobermory surgery has been exceptional. The doctors are extremely accommodating, flexible and helpful. Whilst my mother was ill for a number of months last summer, the doctors made regular house calls-something that simply doesn’t happen in most places. I fail to see what all the fuss is about when there is a 24/7 facility on the island. The only outcome of this will be that the island loses doctors who genuinely care about their patients and have a history/track record of providing exceptional care in the community [tob/02sep14/sm29]
APPENDIX 3

TOBERMORY GPs OUT OF HOURS OPT OUT

Public Drop In Event, 21st August 2014

TALKING WALL

Why has our surgery been closed a few times recently when there has been no doctor to cover?

I make the effort to turn up
I waited for 30 mins for someone to talk to
LEFT NO BETTER THAN WHEN I ARRIVED!!
(Name & telephone number supplied)

I would like to be reassured that there will be GP available after hours for all areas of Mull especially for cover for the marina where we can have the need for a doctor - especially out of hours ie weekends & evenings

Who makes the decision to medi-vac if no doctor available?

Which doctors will man the Mull & Iona Community hospital out of hours?

Unecessary call outs for Ambulance Services

We need ambulance in Tobermory URGENT

I have a clearer picture after this drop-in session

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I feel procedures for contacting NHS 24 are unclear (maybe as I have not had to use them as yet). Need lots of fliers / advice advertised about how to do this. When it is an emergency you do not want to be looking up phone books, etc.

Rural area
One hospital
NHS24 very frustrating with all the questions

I have been reassured
Tobermory will have a Dr to cover the out of hours in the area & also at the hospital. I will await the outcome of the present problem

Very concerned re older members of community waiting all night before getting in touch with Drs in morning once the out of hours is in place

My daughter fell and cut her knew quite badly at a friends house which required further dressings for a week. The district nurse gave us an appointment & when we turned up at the surgery on a Wed afternoon we could not access the treatment room at the surgery and the district nurse was highly embarrassed and had to get dressings from her district bag. I've been a patient of Tobermory Surgery for over 40 years and this is the first time this has happened.