



Together We Care
with you, for you



Clinicians Urgent Care Plan for Skye

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Duty of care and professionalism



General Medical Council

As a good doctor you will:

1. make the care of your patient your first concern
2. be competent and keep your professional knowledge and skills up to date
3. take prompt action if you think patient safety is being compromised
4. establish and maintain good partnerships with your patients and colleagues
5. maintain trust in you and the profession by being open, honest and acting with integrity

Nursing & Midwifery Council

Our standards:

1. Prioritise people
2. Practice effectively
3. Preserve safety
4. Promote professionalism and trust



Sir Lewis Ritchie report 2018

- Urgent Care provision must be provided in Portree, 24/7
- In-patient bed availability at Portree Hospital must continue until sufficient alternative resilient provision is provided in North Skye
- Collaborative working with Scottish Ambulance Service (SAS) – collocate with Rural Support Team (RST) in Portree
- Collaborative working with NHS24 colleagues for a more resilient service
- First Responders review
- Care capacity and future planning must be considered



Where are we now?



- Current model
- Governance



Where do we want to get to?

- A sustainable service for the whole of Skye that puts patient care and safety first
- Local, integrated urgent care hub based
 - Co-locate GPs, RST/Advanced Practitioners, SAS
 - Outpatient clinic space
 - Inpatient beds
 - Community resource



How do we get there?

- Together
- Clinical model – phased implementation, underpinned by robust clinical governance framework
- We need your continued support and input



Phase 1 – end of July 2023



24/7 NHS 24

The 111 service provides urgent care triage if you think you need A&E but it's not life-threatening, and advice when your GP, pharmacy or dental practice is closed

Portree Urgent Care and Minor Injuries cover **Monday – Friday, 0900 – 1800hrs**

- RST based in Broadford available to travel to Portree if required. Available by phone for advice
- SAS for additional resilience

Portree Onsite Urgent Care and Minor Injuries cover **Saturday, Sunday and Public Holidays** **0900 – 1800hrs**

RST based on site in Portree Hospital

Evening & Overnight Urgent Care

Broadford as in the current model



Phase 2 – August to October 2023

24/7 NHS 24

The 111 service provides urgent care triage if you think you need A&E but it's not life-threatening, and advice when your GP, pharmacy or dental practice is closed

Portree Urgent Care and Minor Injuries cover

Tuesday - Thursday, 0900 – 1800hrs

- RST based in Broadford available to travel to Portree if required. Available by phone for advice

Portree Onsite Urgent Care and Minor Injuries cover

Friday, Saturday, Sunday, Monday

0800 – 2030hrs

- RST Advanced Practitioner based in Portree with support from RST trainees

Evening & Overnight Urgent Care (2030 – 0800hrs)

Broadford as in the current model.

Establish Task Finish Group Emergency Department (ED) status for Broadford Hospital



Phase 3 – end of Oct 23

24/7 NHS 24

The 111 service provides urgent care triage if you think you need A&E but it's not life-threatening, and advice when your GP, pharmacy or dental practice is closed

Portree Onsite Urgent Care and Minor Injuries cover

7 days a week
0800 – 2030hrs

Additional resilience to phase 2 model with 2 more APs qualifying.

- RST Advanced Practitioner based in Portree

Weekend day support provided by RST

Evening & Overnight Urgent Care (2030 – 0800hrs)

Broadford as in the current model.



Phase 4 – April 2024

24/7 NHS 24

The 111 service provides urgent care triage if you think you need A&E but it's not life-threatening, and advice when your GP, pharmacy or dental practice is closed

Portree Onsite Urgent Care and Minor Injuries cover

7 days a week
0800 – 2030hrs

- RST Advanced Practitioner based in Portree.

Weekend day support provided by RST.

Out of Hours & Night-time cover

Broadford with additional AP to the clinical team - allows for the most appropriate clinician to be despatched to the patient (REP/AP/Staff Nurse).

Provides equitable level of service to the whole island.



PROPOSED GOVERNANCE FRAMEWORK

In our service, is care safe today?

(Clinician safety huddles, Patient Safety Conversations)

Was care safe in the past?

(Reports on key service safety metrics, Clinical Audits, Adverse Events)

Will care be safe in the future?

(Clinical Guidelines, Identification of new or potential harms, Essential Safety Training)

Is our care person centered?

(Complaints, Compliments, Excellence reporting and staff wellbeing)

Are we learning and improving?

(Quality Improvement updates, Standards and Reviews, SAER Action plans and learning summaries)

6. Are our systems reliable?

(Review of Risk Register, Clinical Audit)



Thank you





Skye Recruitment

Nov 22 – May 23 - 133 posts advertised

- 42 have been re-advertised more than twice. 8 - re-advertised 5/6 times
- Nursing (58), social care (53), admin (6), AHPs (2), Support Services (13)

Actions/plans to address recruitment & retention

- All Rural Support Team posts have been appointed to - staff are at different levels of training
- Local engagement with Dept of Work & Pensions to promote roles. Joint event w/c 26th June
- Recruited to the Hospital at Home service
- Nurse rotational post Band 5 out to permanent advert - Broadford, Portree, Community and Home Farm
- Supported Living in the Community - advert out for Portree service
- Trial of adult social care recruitment campaign – attendance and recruitment was limited – to revisit with wider communication
- Local videos – eg person who has moved to Skye, the local midwives and Working with local schools and University of Highlands & Islands (UHI) to develop Health pathway pilot
- Met Central NHS Scotland workforce team - Remote and Rural Workforce Recruitment Strategy - 2024