

**Sir Lewis Ritchie Implementation Steering Group Meeting  
held at Tigh Na Sgìre, Portree  
on Monday 18 November 2019, at 2 p.m.**

**PRESENT**

Maggie Cunningham, Independent Facilitator & Chair (MC)  
Fiona McGeachan, NHSH (FMcG)  
Ross Mackenzie, NHSH (RMcK)  
Tim Moore, SOS NHS (TM)  
Finella MacKinnon, Struan Community Council (FMcK)  
Myra MacLeod, SOS NHS (MMcL)  
Neilian Murray, Kilmuir Community Council (NM)  
Fay Thomson, SOS NHS (FT)  
Hannah MacLeod, GP, Portree (HMcL)  
Anne Gillies, Raasay Community Council (AG)  
Stuart MacPherson, HIE (SMcP)  
Ross Cowie, Lucky 2B Here (RC)  
Ruairidh MacKinnon, SLHA (RMcK)  
Isobel MacLeod, Skeabost Community Council (IMcL)  
Glenda MacKinnon, NHSH (taking notes)

**Linked in by VC**

Tracy Ligema, NHSH (TL)  
Catriona MacDonald, SOS NHS (CMcD)  
Ronald MacDonald, Councillor (RMcD)  
Alan Knox, SAS (AK)  
David Park, Chief Officer Highland Partnership (DP)  
Caroline Gould, Skye & Lochalsh Access Panel (CG)  
Brenda Wilson, NHS24 (BW)  
Cathy Shaw, RST Lead (CS)  
Evan Beswick, Primary Care Manager (EB)  
Lorien Cameron-Ross, OOH & Urgent Care Clinical Director (LCR)

**Apologies**

Kate Earnshaw, Neil Campbell, Graham Macleod, John Finlayson, Stephanie Phillips, Mairi MacDonald, Sophie Isaacson,

**1. Welcome**

Maggie Cunningham welcomed everyone to the meeting.

**2. Options Appraisal Update & Needs Assessment Updates**

Following feedback from all clinicians invited, TL advised of dates for first two information sessions with a third to be agreed in case more time is required. These dates are 13 February and 24 February (replacing SLR Steering Group scheduled for that date). Suggested times are 5-7pm so publically accessible.

The Options Appraisal workshops will be scheduled for March and TL will advise the Steering Group and Workstream two of dates as soon as possible.

### 3. Workstream Updates

#### Workstream 1

RC advised that all continues to go well. Communication is good, urgent care co-production is working well and all feedback is positive. NHS24 have integrated well. RC also attended the SAS Induction Day which went well.

This workstream has now taken First Responders under their umbrella as they are slightly detached at the moment – although this seems to be a national as well as a local issue. Due to lack of resource and personnel there are challenges in ensuring there is sustained support.

NHS24 ANPs have been in Portree since the end of August which has been very positive for learning and the team – meeting planned with CS to evaluate and take model forward.

SAS – AK advised that the Induction Day went well with short sessions giving new staff a good overview. Staff looking for further information from CS and the Rural Support Team and will also link with NHS24 next time BW is over. RC to attend staff meeting and give a Workstream 1 overview.

RST - CS advised that all the RST staff at Portree have completed their training with three new RST Advanced Practitioners currently undergoing training. CS felt that the two NHS24 staff have proved their worth and slotted in well with the RST. Cross agency working is very positive.

EB confirmed that First Responders will have more visibility within Workstream 1. SAS have had success in attracting volunteers and training sessions upcoming so slow but steadily moving forward.

CMcD asked about the changes within NHS24 as to how they respond to calls and BW advised they were aiming to cut out the 4 hour call back. **Better Working Better Care** will deal with calls there and then rather than putting them in a queue. A nurse supervisor will review calls as they come in. Additional staff will be required so this will take a few months for full roll out.

NHS24 - AG has been invited to become a representative for S&L, attending their Public Partnership Forum to observe at the next meeting in Glasgow on 20 Nov.

## **Workstream 2**

RMcK advised that the previous position is still the same with 2.6wte Nursing Auxiliary off sick and second ward not open. One staff nurse starting induction and one awaiting references.

To work with Home Farm and Budhmer to address recruitment challenges and gaps in service. Home Farm reported 8 beds empty due to staffing numbers and will close if not improved by 31 Dec. HMcL advised both had been invited to attend this meeting before, RC to invite again. Senior NHS team meeting with Homefarm this week to see how they can support. It was suggested that a workshop around recruitment involving other providers would be useful and TL/RMcK to reach out to them on an individual basis and consider a forum for this rather than steering group or workstream 2. RMcD advised that a workshop would need a representative from NES as the Centre for Excellence is all about recruitment and retention. TL advised that Budhmer had attended a WS2 meeting and were engaging. It was agreed that there is a need to be well informed re Care Home/Nursing Home situation before the Options Appraisal as it will be one of the key issues.

**Additional note post meeting - working group has been established and met with local staff.....**

## **Transport & Access**

TM updated the group – Neil MacRae – HiTrans (NMCR) has put a brief together for comments/feedback. Will use a NHS study from 2013 by Iain Douglas, Public Health as a base to move forward with up to date figures. Group has met 5 times since August with MC chairing - NMCR now workstream lead. Neil Campbell (NC) to join as another community representative and looking for another from South Skye & Lochalsh. Fergus Milan (Scottish Government) has been linking in and the group will also be looking for Transport Scotland & Highland Council representation. It has been agreed to share Terms of Reference with Community Councils and to update them after each meeting – they can then feedback to this group.

Access Audit – CG is working on an access audit template acceptable to the Access Committee as no appropriate model available – audit will then be carried out on the 12 NHS premises identified. CG is liaising with Heather Cameron (HC) and will have draft ready in 2 weeks. MC thanks CG for taking on this work. CG also suggested involving Mobility & Access Committee Scotland.

Suggestion that OOH Fife Transport Plan also worth looking at.

RMcD suggested there may be a potential good news story with money for car parking charges in area coming back as infrastructure support e.g community minibus etc

## **Raasay**

First community nurse has started shadowing on Raasay today. One nurse has not taken up post so readvertised with 22 Nov closing date. Hopeful for two houses through LSHA – RMcK confirmed that purchase of first property has been finalised and second due to

settle early December, with both ready for early access. The remedial work required can be carried out with staff in situ so no further delays. AG thanked LSHA for their efforts. AG has arranged to meet with KE and RMcK on Friday.

## **Centre for Excellence**

Proposal in line with SLR recommendations has gone to Scottish Government. Jeanne Freeman has written to advise she is encouraged and supportive of the work done. There are broader issues with respect to Rural GP Contract. Discussion as to how this plays in to the National Centre for Excellence and around the Scottish Rural Health Partnership UHI bid. HMCL has already passed on details to Trish Gray at NES. Noted that there was a degree of urgency to move this on.

## **Digital Innovation**

Digital changeover on telecare side, just waiting on exchanges – plans in place for rapid distribution of new digital systems when required, with a lot of work done in preparation. Technical Services are keen on expanding the Florence system – a telephone and text based system where people do their own monitoring and phone/text in.

Setting up Near Me has been a very good process with a clear end goal. Claire Morrison of Near Me has advised that already 2700 people have signed up in Highland. A Focus Group designed leaflet has been issued to those participating. Keen to expand numbers not just for rural areas but to help with frailty, mental health issues, infection control even in areas without transport problems. Keen to have it as the default position, when clinically appropriate, with option to opt out. Trialling for GP and Primary Care consultations and currently looking for GP Practices to sign up – noted that Portree Practice has expressed an interest. Portree may test this in Raasay but will not do this from homes straight away, though may move on to this. Test run will always be carried out beforehand and use a virtual waiting room. There is now a Near me iPad on Raasay .

RMcK advised that NHS cannot advertise but keen to provide greater awareness and group were happy for this to go ahead. Telecare/Near Me to be included in Option Appraisal Information Sessions – TL to speak to CM.

## **4. National Out of Hours Event 13<sup>th</sup> November**

This event was attended by DP and CMcD who, along with representatives from NHS Fife, led a workstream on community involvement and co-production. A lot of interest interest in what is happening on Skye – a lot of experience and learning that can be shared with other areas who have similar challenges. Helpful conference and opportunity to share successes, challenges and trials.

## **5. Minutes of previous meeting**

The minutes from meeting on 30 September were agreed as accurate.

## **6. Date of next meeting**

The next meeting will be held on 13 January 2020

February meeting will be cancelled for Options Appraisal

Next will be 6 April 2020

May meeting is to be rescheduled – MC to follow up