

SLR Recommendations Implementation Plan

July 2024

Actions Since Last Meeting

Discussions with GP practice about their role within the proposed model

Engagement with SAS – follow up of concerns and plans for joint working

Continued recruitment for ward and advanced practitioner team

Continuation of task and finish group and implementation planning

Ward staff preparation

Letters sent to CEO's regarding recommendations and follow up meetings established

From 19th July – as agreed extended hours of Advanced Practitioner access at Portree Hospital via 111

Feedback from Questions raised

- GP practice – The practice are in agreement with being part of the urgent care model
- SAS – Ambulances on red in Inverness – not SAS, relates to Raigmore status
- SAS – Rapid Response Vehicle – Located on Skye with on duty Team Leader
- Paediatric Pathway - Confirm children will be treated within the urgent care model. Specialist support via SAS if required for transfer
- Urgent Care room access – available to AP, ward staff and SAS
- Major Incident plan – Currently in draft. Portree Hospital part of the plan

GP provision in hours

GPs across Scotland provide cover between 0800 – 1800hrs, Monday to Friday (excluding Public Holidays) for:

On the day urgent GP appointments, where available, for those who:

- have an urgent care need
- have an illness that does not improve with self-treatment
- are worried about their health
- have an ongoing health condition

Portree Medical Practice GPs will also respond to any immediately life-threatening situations where other services e.g. ambulance service are not better placed to respond.

Urgent Care Proposed Service Model

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

In-hours

- Services available from GP practice depending on need. In event of self-presentation to Portree hospital they will be triaged and advised accordingly.

18.30-00.00 weekdays, weekends and public holidays

- Advanced Practitioner appointments available from Portree Hospital and home visits across North Skye. Should an ANP not be available the ward staff will provide access

Midnight- 08.00

- 111 triage with appointments in Broadford, Portree or a home visit across Skye
- Portree Hospital ward staff providing access support for walk-ins, utilising video link to Broadford clinical staff and/or paramedic access on site, or escalation to emergency services- discouraged but provided if required

SAS – 999 emergency provision and support for wider urgent care model

Where to find the right help



North Skye



- Suspected heart attack or stroke
- Breathing difficulties
- Severe bleeding
- Suspected broken bones and fractures

999 or A&E

Broadford Hospital
IV49 9AA
Open 24/7



NHS 24's health information service includes self-help guides for a range of common conditions. When your GP and local pharmacy are closed and you are too ill to wait, call 111.

NHS 24 / 111

Open 24/7
Dial 111



- Coughs and colds / Sore throat
- Diarrhoea or constipation
- Indigestion
- Aches and pains
- Help if you run out of your repeat prescription

Pharmacist

Boots - Portree
9am-5.30pm Mon-Sat
Sun - Closed
01478 612100



- Breathing Space **0800 83 85 87** breathingspace.scot
- Samaritans 116 123 www.samaritans.org
- Call 111 - NHS 24 have dedicated Mental Health Nurses available to provide support

Breathing Space

Mental Well-being



- Tooth pain
- Swelling to your mouth
- Painful or bleeding gums
- Injury to your mouth
- Advice on oral hygiene

Dentist

Emergency Dental line 08001412362
Portree Dentist 01478 614 218
Dunvegan 01470 521 774



A range of clinicians, including doctors and nurses to help you with both physical and mental health issues

GP Surgery

Portree 01478 612 013
Dunvegan 01470 521 203
Carbost 01478 640202



- Red or sticky eye
- Pain in or around your eye
- Blurred or reduced vision
- Flashes and floaters

Portree Optometrist

9am-5.30pm (Closed for lunch 1-2)
Phone to book
01478 612 644



For when your GP and local pharmacy are closed and you are too ill to wait, call 111 to access.
Cuts and minor burns
Sprains and strains

Portree Urgent Care

By appointment
Dial 111

SAS Response to Recommendations

- 14 additional posts in Skye
- 24/7 on-shift – based at Portree Hospital & Broadford Hospital
- Kyle & Dunvegan 2 additional posts at each location
- Ambulance response vehicle – available with on duty team leader
- First Responder Schemes developed in Dunvegan/Struan, Glendale, Portree, Sleat & Trotternish
- Pilot of support for walk in – positive but has to compliment provision rather than being reliant on SAS availability

Timeline

- We plan to continue to build and embed engagement with community members, partners and staff
- Continue co-production with the community – build on recruitment and retention work
- We will offer the full model by 16th August 2024

