

# SLR Recommendations Implementation Plan

June 2024

# Current Timeline

SLR report – 2018 – 15 recommendations (multi-agency actions)

**Recent timeline to support completion of recommendations:**

22<sup>nd</sup> April 2024 - CEO, Chair - Meeting with SOSNHS

11/12 May 2024 - Emergency incidents in Portree

Subsequent meetings with Cabinet Secretary and SG colleagues, local Politicians, SLR, local members, colleagues on Skye

23 May 2024 – Executive team discussion and agreed direction

24 May 2024 - Action Plan submitted – awaiting feedback

29 May 2024 - Weekly Task and Finish group commenced

14 June 2024 – Approval of plan from Scottish Government

20 June 2024 – Meetings with colleagues on Skye and SOSNHS

# Completed Actions

Whilst the specific actions from the report may be completed all actions will remain ongoing as part of district planning and business as usual

Collaboration with SAS

Collaboration with NHS 24

First Responders

Workforce Capacity and Capability

Housing Solutions

Road issues

Evacuation planning

Local provision – Glenelg, Raasay, Lochcarron

Best use of resources

# Outstanding Actions

Urgent care  
provision

Care beds and  
care provision

Communication  
and  
engagement

Inter-agency  
workforce  
planning

Status of  
transport group

Status of Centre  
for Excellence

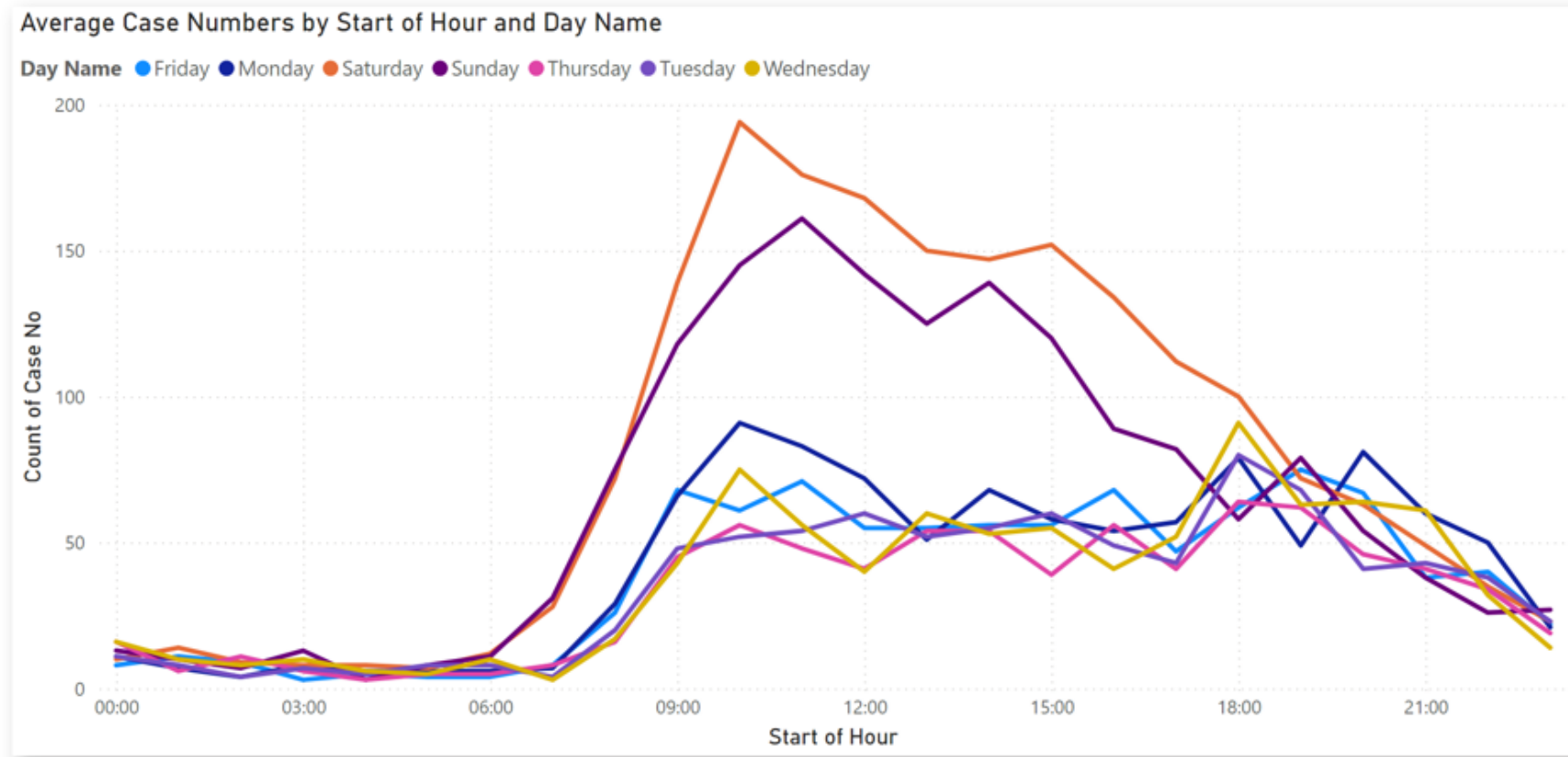
Making it  
happen

# Urgent Care Proposed Model

## Patient Access to Urgent and Emergency Provision:

- 999 for emergency care via SAS. Broadford for NHSH emergency access
- NHS24/111 Service for urgent care available 24 hours a day for scheduled response
- GP practice in core hours for immediate and necessary treatment
- Appointments may be in Broadford or Portree depending on the time of day, or may be by video-link to Broadford from Portree, or provided at home.
- Portree Hospital to be accessed by appointment for urgent care, and only by exception for self-presentation with appropriate access via buzzer/intercom arrangement.

**This graph below shows activity from 2019 - 2024 where there has been intermittent provision of 24/7 urgent care in Portree. The period of greatest activity are daytime Saturday and Sunday. This has been prioritised in relation to workforce planning.**



# Urgent Care Proposed Service Model

## In-hours

- Services available from GP practice or Broadford depending on need, Portree walk in by exception

## **18.30-00.00 weekdays, weekends and public holidays**

- Advanced Practitioner appointments available from Portree Hospital and home visits across North Skye

## **Midnight- 08.00**

- 111 triage with appointments in Broadford or a home visit across Skye – preferred model
- 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

# Ensuring resilience of the model



Scottish Government are supportive of the proposed model and have agreed to additional funding to increase ward staff capacity overnight



Training, development of ANPs and ward staff



Clinical protocols and contingency planning for adverse event are developed and staff engagement well underway



Clinical leadership and oversight



Continual engagement and co-working with SAS



Commitment to 24/7 access



# Timeline

We plan to continue to engage with community members, partners and staff and plan for ongoing communications

From 19<sup>th</sup> July there will be increased access to Advanced Practitioners on extended hours to midnight on Friday, Saturday and Sunday

The intension is to offer the full model by 16<sup>th</sup> August 2024 however if we are able to secure additional staffing in advance of that we will implement the full model earlier.