

Sir Lewis Ritchie Implementation Steering Group Meeting

held at Tigh Na Sgìre Portree on 14.8.2018 at 2pm

PRESENT

Catriona MacDonald – SOSNHS Skye (Chair)
David Noble – Independent Facilitator (on VC from Inverness)
Clare Morrison - Lead NHS Near Me
Martin Waller - SOSNHS Skye Secretary
Fay Thompson - SOSNHS Skye
Ross Cowie – Lucky 2 b Here
Hugo Van Woerden NHS Director of Public Health
Carol Houghton - Waternish CC
Ross Mackenzie – NHS Highland
Kate Earnshaw – NHS Highland
Fiona Thompson - Portree & Braes Community Trust
Isobel MacLeod – Skeabost District CC
Anne Gillies - Raasay CC
N Gillies - Raasay CC
Caroline Gould - Skye & Lochalsh Access Panel
Jo Ford - SLCVO
Neilian Murray - Kilmur CC
Cllr John Finlayson – The Highland Council
Bill Edgar – Portree & Braes CC and Portree & Braes CT
Antonia Reed - NHS
Chrisann O'Halloran - NHS
Cath Shaw - NHS
Lachie MacDonald - LSHA
Charles Crichton - Skye Cancer Care and Highland Hospice
Hannah MacLeod - Portree Medical Centre
Jeanette Newall – Academic Observer
David Park – Chief Officer NHS
Cllr Ronald MacDonald – The Highland Council
Malcolm Henry – SOSNHS Skye
Finella MacKinnon - Struan CC
Lita Hallyburton - Waternish CC and SOSNHS Skye taking MINUTES

APOLOGIES

Stewart MacPherson – HIE
Dunvegan and Carbost GPs
Linda Allan - Police Scotland
Cllr Isabelle Campbell-The Highland Councillor

1. Welcome, Introductions & Apologies delivered on behalf of those absent by David Noble.
2. Note of meeting of 18th July was accepted as a correct record. This has been uploaded to the website.
3. **Presentation by Clare Morrison, Lead NHS Near Me.**

Topic

Video Consultation from Clinical base in Portree Hospital for patients in Skye and development of Home Video Consultation

Sir Lewis Ritchie Implementation Steering Group Meeting

held at Tigh Na Sgìre Portree on 14.8.2018 at 2pm

Discussion

This project fits within the Digital Innovation workstream.

Clare advised that the project received funding last week and is ready within 3 months to be situated for clinical consultation from Portree Hospital. R100 broadband rollout will need re-prioritising so that remote homes on Skye have access to adequate broadband to allow home consultation. Waternish and Glendale have been highlighted as experiencing internet connectivity issues and so in need of development of fast broadband. Ronald MacDonald (RMacD) advised that there is money available for Skye connectivity from the Inverness City-Region Deal and a case needs to be made for linking this to Ritchie implementation. Kate Earnshaw would also like to develop video consultation for mental health services.

Action

1. Hugo (HVW) has the list of names for the Workstream and will give this to David Noble (DN) who will contact them to take this forward. Clare Morrison (CM) will also take the names of those in the community who have expressed an interest
2. Someone from HIE should be invited into the Workstream Group. DN will action this.

4. Reports Workstream1 (WS1) August 7th Meeting

Topic

Ross MacKenzie (RM) NHSH and Ross Cowie (RC) Lucky2bhere, presented verbal summaries of the outcomes of the 7th Aug Meeting on Portree Urgent Care. Notes from this meeting have been uploaded to the website.

Discussion

The purpose of the Workstream was agreed and both current and future care provision for 24/7 Urgent and Emergency care from Portree Hospital discussed. 10 potential models and their costings were discussed. Consistency emerged. A couple of models were favoured as providing the best provision and outcomes for the people of Skye. The length of time for recruitment and training as well as cost were identified as significant factors. RM was asked to further develop the favoured models for the next WS1 meeting.

Those models involve staffing Portree Hospital 24/7 in OOH. This is likely to be a mix of Advanced Nurse Practitioner posts (ANP) with GP and RP support., Fast Responder Vehicle staffed by SAS Rural Practitioners (RPs) will continue to provide the backbone of urgent and emergency services in Skye and Lochalsh. Enhancing support to them with ANPs in Broadford will sustain the service. This new Hybrid Model concept was supported by the GPs present at the meeting, There is an additional question of whether MIU cover remains with Portree Medical Practice Monday to Friday 8-6 or whether this moves back to NHS Highland as this makes it easier to produce a 12 shift model for staff. This is a business discussion between NHS Highland and Portree medical Practice. The meeting also asked that a model staffed by RPs was not dismissed at this stage.

RC commented that this Workstream had arrived at an encouraging point and that there was an agreement from to develop a hybrid mode. The choice of a preferred model should not be dependent on funding. Martin noted that the lengthy timescales to train the staff required for this Hybrid Model will require interim measures be put in place.

Sir Lewis Ritchie Implementation Steering Group Meeting

held at Tigh Na Sgire Portree on 14.8.2018 at 2pm

Recent separate meetings with Kate Forbes (MSP) by both Highland Council and SOSNHS Skye members suggested that the Scottish Government could favourably consider meeting a funding bid to implement the Sir Lewis Ritchie recommendations. Hugo advised that there should be further clarifications sought in light of what appeared to be differing perceptions by NHS and SOSNHS Skye as to the degree of support being made available. David Park (DP) said that NHS must invest for the long term, do the right thing for the right reasons, and make provision for both the interim and the long term.

Outcome

It was clarified that the existing NHS redesign Outline Business Case must take the Sir Lewis Ritchie Recommendations fully into account and that in any exercise measuring cost that the costs to the Skye community must also be considered when developing the Hybrid Model for meeting 24/7 Urgent and Emergency Care for the people of north Skye.

Action

1. Hugo advised that NHS must request a clearer message re funding parameters in the light of the requirement to fully implement the Sir LR recommendations.
2. SAS will also need to develop a funding bid to fully develop their part within the new Hybrid Model to implement the SirLR recommendations in full.

5. Verbal Reports Workstream 2 (WS2) (Future Community Beds) 13 August Meeting

Topic

Implementing the Sir Lewis Ritchie recommendations in full re Beds at Portree Hospital and Community Support and Care.

The need for accurate data (a needs assessment) in order to establish a response that actually fits the needs of the community of North Skye and is long term sustainable.

Discussion

Notes from WS2 meeting on Monday 13 August had been sent out this morning but not yet read by most group members, so Antonia Reed (AR) gave a verbal report.

RM, NHS lead, and KE advised that discussions between Crossreach Care and NHS about provision of a new 10 Community bed unit are well advanced. Fay Thompson (FT) expressed concern from the community that this had been presented at the WS meeting very much as a fait-accompli. It was clarified at the Steering Group meeting that there needs to be development of the options for community bed provision.

Discussion of current Portree Hospital provision identified that there were 4 beds available plus 2 additional beds (1 flexible use bed plus 1 palliative care bed), admission being via the Multi Disciplinary Team. It was agreed that this workstream needs to move more quickly than it has to date and that progress has been slower than desirable. Dates have been set for the next 3 meetings and group members expect to receive relevant data and draft options within the next 2 weeks.

Outcomes

The need to fully implement the Ritchie recommendations was acknowledged. MW advised that WS2 should be the arbiter of how many beds are required, and for what purposes, before there is final agreement. AR agreed with this.

Sir Lewis Ritchie Implementation Steering Group Meeting

held at Tigh Na Sgìre Portree on 14.8.2018 at 2pm

The need for accurate and detailed useful data collection was highlighted and accepted. RMacD requested that data for the past year be made available, including issues around dying and death for patients. NHSH have to date collected prospective data over a 3 week period which gives more detail about appropriate bed allocation.

The need for improved Care at Home services was highlighted as an ongoing priority as evidenced by recent data provided by NHSH. This issue to be developed within WS2.

Advice from Caroline Gould (CG) re Issues of Access to ALL services, including the Redesign process, must be integrated as central to the development process in implementing the Sir LR recommendations. The Access Panel advised that the complaints process is deterring people with access issues who are worried that the system does not allow for anonymous complaints. CG has been pointing out this concern for a number of years with no response from NHSH.

Action

1. Hugo advised that the Community needs greater clarity and improved consultation by NHSH. It was agreed that information would be presented prior to meetings so that attendees may better assimilate the information and implications and better discuss the issues and any concerns within the WS2 meetings.
2. There must be an Inclusive Design Strategy. NHSH are required by law to comply with the Equality Act 2010 and ensure equity of access to services as far as is reasonably possible. NHSH agreed to consider Inclusion Champions at the Badenoch & Strathspey and Skye & Lochalsh programme board meeting in April 2018. (Post meeting note : NHSH are looking at setting up a Highland wide Access Group to pick up all these issues.)
3. NHSH to instruct architects for the Redesign process to integrate inclusion and accessibility into ALL plans -similarly for ALL Portree Hospital developments.
4. HVW will share these action points with Eric Green (EG) re getting a clear statement re the Business Plan fully integrating the Sir LR recommendations.
5. As regards the Outline Business Case, WS2 has the opportunity to consider the shape of the future community bed provision and any changes will need to be reflected in the Full Business Case or in an additional business case specifically around the implementation of Sir Lewis's recommendations.
6. The Steering Group agreed that detailed data for the past year should be collected in order to have the building blocks for planning both short and long term provision of care in response to need.
7. HVW will assist in collating epidemiological information to inform this WS including data on deaths.

6. Raasay

Topic

NHS 24/7 Urgent and Emergency Care delivery for Raasay.

Discussion

Implementation of the Ritchie Recommendations meetings have not yet begun although we are three months into the process. Consternation was expressed by Raasay community and CC at the delay in

Sir Lewis Ritchie Implementation Steering Group Meeting

held at Tigh Na Sgìre Portree on 14.8.2018 at 2pm

starting the process. Kate Forbes, MSP, is also concerned. Raasay Community sent Tracey Ligema their views on service requirements 18th of June. They require DN to be to facilitate discussions

Tracy is the NHS lead. She is not present at this Steering Group meeting. She has had a period of leave, but is now available for meetings. DN also had a period of leave. Tracy did try to organize a meeting with Raasay Community before her leave but this was not possible as key members of the community were also on holiday during this period.

Outcome

HVW and David Park highlighted the need for 3 consecutive meetings to be arranged as a matter of priority. The first should be no later than next week. After the initial meeting, Options papers can be drawn up for Raasay 2nd meeting..

Action

1. RM will ask Tracey for several dates to be diarised from next week.
2. DP advised that Option models will be developed in conjunction with Raasay Community at these meetings
3. HVW advised that all information or models from NHS are to be sent with sufficient time prior to any meeting to give the community time to prepare a response.
4. DN will facilitate this process.

7. Discussion re WS3 – First Responders

Topic

Sir Lewis recommended using statutory First Responders to provide part of the mixed model of 24/7 urgent and emergency care in line with a UK wide initiative.

Discussion

Evan Beswick (EB) is the lead for WS3. Neil Campbell is the Community 1st Responder lead. He is keen to have the first meeting set up. EB is on leave, so not present at this meeting.

Sir LR recommendations for statutory First Responders may not occur UK wide therefore a local response will have to be developed. AR advised that individual local fire crews will need to be approached to respond on their own terms.

Discussion re transforming Urgent care funding for First Responders. RC advised that Lucky2bhere funds First Responder schemes. Skye and Lochalsh police plan to have defibrillators in incident response vehicles. NHS Highland also have funds via Transforming Urgent Care to support purchase of equipment for First Responder schemes.

Outcome

Suggestion re time efficiency to amalgamate First Responder WS3 into WS1. It was agreed that this should happen **after** the first WS3 meeting.

CM (Chair) requested a presentation from the First Responders WS3 to the next meeting of the Project Steering Group. RC advised also inviting SAS to take part in that presentation.

Sir Lewis Ritchie Implementation Steering Group Meeting

held at Tigh Na Sgire Portree on 14.8.2018 at 2pm

Action

1. The first Responder Leads, EB and NC, are requested to arrange a 1st meeting prior to the next Steering Group Meeting and then to liaise with the WS1 leads in order to amalgamate those 2 workstreams.
2. DN will invite Ricky Laird (RL) Head of Community Resilience, SAS, to the next Steering Gp Meeting
3. SAS and other First Responders from WS3 will be invited by DN to prepare a presentation for the next Steering Group Meeting
4. RC meeting with Police Scotland and Scottish Fire and Rescue locally to discuss emergency response

8. Discussion re WS4 – Housing Solutions

Topic

Developing the Housing Solutions required to facilitate the Implementation of the Richie Report for 24/7 Urgent and Emergency Care on Skye.

Discussion

The NHS Lead is currently stated as Simon Steer but it was agreed that it is more appropriate for Lachie MacDonald, Lochalsh and Skye Housing Association Chief Executive, to lead WS4 and he is already in communication with NHH. He is currently liaising with KE who also attends NHH Community Health and Housing meetings. It was stated by LM that the recommendations are “a long way down the road to being met” even though the first meeting has not yet taken place. Lachie reports good progress behind the scenes.

Lachie advised the meeting that there are 1000 units of housing, many of which are adapted. There is £25million over a 5 year programme, which will increase stock by 200 units across Skye and Lochalsh. There are 24 units in Broadford already. These can be leased to NHH.

Eric Green (EG), head of Estates, NHH, has been in discussion re keeping people in their own homes. AG wants there to be housing identified for Raasay also. LM advised that there is currently a plan in place to build houses on Raasay, but that this is a slow process.

The empty holiday homes issue is being addressed by Skye Connect as a separate matter.

Outcome

Lachie has produced housing options information re NHS staff applying for accommodation. Catriona (Chair) asked that they be made public. CM also asked DN to consider how best to communicate outcomes of the implementation project as we progress.

Action

1. From this point forward the Leads for WS4 will be LM and KE
2. LM agreed to arrange the next three consecutive meetings and invite representatives already identified from the community. DN or HVW will give LM the names and contact details of identified community reps. The Highland Council will also participate (RMacD).

Sir Lewis Ritchie Implementation Steering Group Meeting

held at Tigh Na Sgìre Portree on 14.8.2018 at 2pm

3. DN will create a community update briefing of the progress of the Implementation Process.
4. LM and KE will speak with WS9 (Raasay) re housing needs on Raasay in line with the Implementation of the Sir LR recommendations.

9. Discussion re WS5 – Road Issues

Topic

Willie Mackinnon (WM), Skye and Raasay Ward Area Manager, is the Lead for WS5 on roads. A community lead is yet to be identified.

Discussion

Highland Council has had extra money to spend on roads and choke points. DN advised that Willie will collate data re issues relating to roads and will make this available to WS5.

Cllr John Finlayson (JF) has concerns re the deterioration of the roads over 50 years, and believes that the Steering Group needs to be lobbying the Highland Council for an upgrade for the roads on Skye. He describes them as the worst roads in the Highlands, and yet they only receive pro rata funding.

Neilian Murray (NM) Kilmuir CC advised that what should be a 20minute drive takes her over an hour because of road conditions. Because of high density of visitors to the islands there are many choke points. Those and the road conditions, both, add to journey time and compromise safety for everyone, and in particular for emergency vehicles such as First Responders, Ambulances and Police.

Dr HM advised that it can take her 2.5 hrs to complete 2 house calls due to road conditions and traffic. The north end of the island is identified as having some very difficult driving and traffic conditions.

The management of a detour caused by the recent 4 car accident on Games Day is being reviewed by Highland Council and partners.

Outcome

CM (Chair) advised that this workgroup needs to draw up a case for lobbying Highland Council for a comprehensive roads upgrade on Skye.

DN advised that WS5 needs comprehensive information on how the conditions of the roads and traffic congestion impacts on healthcare provision on Skye. WM can facilitate this.

RMacD (Councillor) is lobbying for a Special Islands Deal with the Scottish Govt.

Action

1. WM to provide comprehensive road condition and choke point data.
2. Workgroup to draw up a lobbying case to Highland Council
3. RM to lobby Scot Govt for SID

10. Discussion on Transport

Topic

Patient transport

Discussion

Sir Lewis Ritchie Implementation Steering Group Meeting

held at Tigh Na Sgìre Portree on 14.8.2018 at 2pm

MW has approached Neil MacRae of HiTrans (NM) to be a WS6 Lead. NHSH have not yet identified a lead. HVW advised that the transport meetings linked to the Redesign need to be rejuvenated and this should be through this workgroup

Outcome

Transport is central to patient care and as such this workstream is in urgent need of attention and input from NHSH.

Action

1. NHSH to identify a lead for WS6 and to schedule three consecutive meetings and invite community representatives.

11. Discussion re Glenelg and Arnisdale

Topic

DN and Miles Mack have been working closely with the Glenelg and Arnisdale community. There have been 2 meetings.

Outcome

The next meeting is on 29th Aug at the Broadford Service Point.

12. Discussion re WS10 – Lochcarron and other models of care in the community

Topic

Models of community care

Discussion

HVW advised the steering group that he had a document outlining models of care in the community and that he would post this onto the website.

AR advised that the Howard Doris Centre would be a good model for WS2

MW asked for a presentation to WS2 and a visit to be arranged ASAP.

Outcome

KE will provide information on the Lochcarron model and will arrange a visit for to the Loch Carron Unit. AG from Raasay will also be invited.

The Journey of Need is to be identified said HVW. Cllr RMacD will follow this up.

Action

1. KE will arrange a visit to the Lochcarron Unit and invite a Raasay representative
2. This could be the basis for investigating some “Retirement Village” options
3. These ideas should be considered in more depth by Workstream 2 (Community Bed Provision).
4. Cllr RMacD to follow up and identify the “Journey of Need” re care in the community and retirement village models (not sure what this is – HVW to clarify).

Sir Lewis Ritchie Implementation Steering Group Meeting

held at Tigh Na Sgìre Portree on 14.8.2018 at 2pm

13. WS11 – Steering Group - Making it Happen

Topic

The purpose of the Steering Group is to oversee Quality Assurance, monitor and advise as to the functioning of the process of implementing the Ritchie Recommendations, and to approve recommendations coming out of all workstreams.

Discussion

Kilmuir CC reps would like some meetings to be held at the end of the day. The use of VC was suggested as a way of enabling this

Lita Hallyburton (LH) asked for the CC reps to be contacted and asked to contact her so that she could arrange a regular meeting with CC reps to feed their views into the Steering Gp. DN will contact CC reps to ask that they get in touch if they like. (To clarify, this is not instead of CC members attending the Steering Group, but to offer access where attendance is difficult)

CG told the meeting that the Access Panel have advised that she is the only representative. Future dates have to be forthcoming more quickly than at present as she has many other obligations to fulfil as an accredited access auditor.

Outcome

All Workstreams need to meet and to update the website prior to the Next Steering Gp Meeting. Access needs to be central to the entire process and development of services.

Action

1. All workstreams to meet and update the website prior to the next Steering Group meeting.
5.
2. DN to contact CC reps and ask that they contact LH re attending a meeting to discuss their feedback
6.
3. NHSH to ensure that access is central to the process and future developments
4. **Next Meeting** to be announced by David Noble after speaking with both Ricky Laird and Ross Cowie re availability.
5. **Next report to the Scottish Government is due by 27th November. This should be co-produced.**