

DRAFT

Workstream 1 - 24/7 Urgent Care Centre staffing

Note of meeting held on 7 August 2018.

In attendance:

Ross Mackenzie, Area Manager
Hugo van Woerden, Director of Public Health (by Video Conference)
Antonia Reed, Clinical Lead
Kate Earnshaw, District Manager
Cathy Shaw, Lead Unscheduled Care Practitioner
Willem Nel, DML, Rural Practitioner Group
Hannah Macleod, Portree Medical Practice
Alan G Knox, Scottish Ambulance Service
Martin Waller, Staffin (SOS NHS)
Fay Thomson, Portree/Glendale (SOS)
Neil Campbell, Portree and Braes
Myra Urquhart, Portree and Braes
Neilian Murray, Kilmuir
Ross Cowie, Lucky2Bhere and Portree and Braes
Lita Hallyburton, Waternish
David Noble, Independent Facilitator

Apologies

Graham MacLeod, Scottish Ambulance Service

Role of Group

It was agreed that the role of this group was to develop proposals that would enable the 24/7 opening of the Portree Urgent Care Centre. It was also agreed that the group would develop options that would enable a transition from the current service to an agreed future model.

Current Operation

The following information was given around the current operation of the urgent care centre:

Monday – Friday from 8am until 6pm is covered by the Portree Medical Practice. This is a specific contract between NHS Highland and the Practice.

All other times including Saturday and Sunday day time are covered by NHS Highland (NHSH) and are referred to as the out of hours (OOH) period. This is currently covered by Advanced Nurse Practitioners (ANPs) who work on shift from 4pm until midnight. From Midnight until 8am these practitioners are on-call and this can either be from home or from the Portree Hospital where some elect to sleep over. The ANPs are backed up by the Rural Practitioners in Broadford who are available via telephone.

NHSH currently have 2 full time and 1 part time ANPs covering the urgent care centre. NHSH have employed a further 3 full time ANPs who are currently undertaking additional training. It was noted that this training could take up to 12 months to complete. Start dates for individuals mean that 2 practitioners are likely to complete their training in 10 months time and one in 12 months.

NHSH are interviewing for a further post on 21st August 2018 and are hopeful of appointing to the position.

Once all staff in place and trained NHSH will operate a rota where the ANPs will rotate through MacKinnon Memorial Hospital to ensure ongoing skills maintenance and further training as

necessary. Mentoring during training is currently provided by the Rural Practitioners (RPs) at MacKinnon Memorial Hospital.

The current rota for covering Portree urgent care centre was covered for this month (August) but there were gaps going forward. These gaps are advertised to all staff, GP and agencies with the necessary skills however there have been occasions when no cover has been available. It was noted that GPs and RPs who picked up shifts in the Urgent Care Centre did so in addition to their day jobs. This has resulted in occasions where cover is only provided until midnight and no on-call is available over night.

A draft rota was distributed and it was noted that with current staff numbers it was not possible to open the centre 24/7 and gaps were mainly Saturday and Sunday day times. This rota was an example only to aid understanding and it was noted that whilst NESH could cover 12 hours shifts the cover required each night was for 14 hours (6pm until 8am) so there was a 2 hour slot that required a different solution for cover.

Advanced Nurse Practitioners

It was noted that NESH has developed a competency framework for these roles and there are specific requirements for ANPs to attain before they are deemed competent to work as an autonomous practitioner.

It was also noted that the staff with the skills required are not available without some degree of additional training so it was not simply a recruitment issue. Dr Macleod confirmed that Portree Practice were in a similar position and were unable to cover the absence of their practice ANP.

NESH was also involved with research and development around the ANP roles and had in place some links to the GP Rural Fellowship programme.

Future Models

A paper was distributed that outlined a number of options and these were discussed more fully. All future models would require some recruitment and training of staff to deliver the service.

Model 1 was looking to the Portree Medical Practice to cover and it was noted that this was not an option that the GP wanted to consider.

Model 2 & 3 looked at RPs covering the service either 24/7/365 or just the period covered now by NESH. Dr Nel noted that he felt the RPs would have to rotate with the MacKinnon Memorial team, would require recruitment and would make a more resilient team but noted that it was unlikely to be affordable and the quieter times in Portree would not be popular with the RPs. There was RP cover in Portree previously but the team at that time had 9 RPs and there are currently 7 RPs and not all are full time. It was also noted that RPs with the necessary skills are unlikely to be recruited so further training would be necessary.

Models 4 & 5 looked towards ANPs covering either 24/7/365 or the current NESH part only. Discussion as above about the availability of these practitioners. Discussion about covering with two 12 hour shifts per day rather than trying to cover a 14 hour period.

Model 6 looked towards salaried GPs to cover. Dr Macleod noted that this may be difficult to maintain longer term as there is a shortage of GPs and this was unlikely to be an attractive role compared to a day time role within a GP Practice.

Model 7 was a supporting model only where district nurses could provide some supporting cover but would not be able to cover the centre itself.

Model 8 & 9 looked at Scottish Ambulance Service having a fast response vehicle in North Skye covering wither 24/7/365 or just the out of hours period. This vehicle would be staffed by a paramedic. Recruitment to a paramedic role could be possible but if an ambulance technician was recruited training would take approximately 18 months to reach paramedic status.

Model 10 proposed a mixed model whereby either an ANP or a Paramedic from midnight until 8am. This practitioner would cover both the urgent care centre and the emergency service although other ambulance staff would also remain on-call as they are now.

After much discussion the NHH and Scottish Ambulance Service teams were asked to work up in more detail covering Portree urgent care centre with an ANP on a 24/7 basis and also having a fast response vehicle with a paramedic covering north Skye in the overnight period. It was noted that the RP support for this model also needed to be developed. In addition NHH were asked to develop the RP cover model further. These work ups to be discussed further at the next meeting of the group and to include time lines around recruitment and training as well as considering the risks and whether the model was sustainable.

Communication

It was suggested that NHH prepare a statement around what is currently in place and what is being done to move towards a 24/7 service.

Workshop

The steering group had requested a workshop be run to enable everyone to understand the both the current position and the future options. However the group felt that given all the discussion at this meeting that a workshop was no longer required. David Noble confirmed he was happy with that suggestion and the workshop proposed for the 27th August would be cancelled.

Next meeting

The next meeting would take place on 30th August at 17:00. Venue to be confirmed.