

Skye Communication and Engagement Working Group



Tuesday 16th November 2022
11.00 am – 12.20 noon
Microsoft Teams meeting

In attendance: Marie McIlwraith (Chair), Ross Mackenzie, Kate Earnshaw, Dr. Caroline Gould, Sophie Isaacson, Jo Ford, Jean Macrae, Nicola Rose, Cathy Shaw

Apologies: Grant Mackay

1. Previous notes

Marie McIlwraith updated the group on the discussions from the previous meeting. It was requested that Item 4 is reviewed and made clearer on the notes process.

Jo Ford advised she is not on the distribution list, therefore has not received any of the meeting information. Jo requested her email address be used as opposed to the one that is currently being used.

2. Updates from workstreams

Ross Mackenzie provided the group with an update on recent conversations at the Sir Lewis Ritchie steering group, particularly mentioning the model and what the plans are going forward

Concerning urgent care, an update was provided on the staffing levels, recruitment and the plans going forward. Training has already commenced for the new trainee Advanced Practitioners and updates will be given regularly to both the Skye Governance working Group and the steering group. The Skye Governance Working Group are currently discussing the appropriate model in order to reintroduce the urgent care service in Portree.

Caroline Gould sought an update on the current number of beds occupied out of their total number of beds, at An Acarsaid, Home Farm, Portree Hospital, and Broadford Hospital. An update was provided to the group about the bed usage in the locations requested.

A brief update was provided around the redesign work with Scottish Futures Trust who are planning to have 2 engagement sessions to determine a way forward in the near future.

There was a bid submitted to the Scottish Government for funding to develop a 'Hospital at Home' team, that would provide acute hospital care in patient's homes. The bid was successful and Skye will be the first remote and rural area to develop and trial this type of service. Healthcare Improvement Scotland are supporting this new development and a new team of health professionals is being created to deliver this unique local service.

Caroline emphasised the importance of respecting people's rights and patients' privacy in their homes. She asked if an alternative service would be considered should patients not want people in their homes. Cathy Shaw reassured the group the patient's needs will be considered and there will be conversations with the patient and their families before anything is agreed.

3. Actions from the last meeting:

- a) **Newsletter:** Marie updated the group on the Newsletter plans going forward, Nicola Rose has agreed to support this with the aim to distribute it in December.
- b) **Sky Radio:** The group was updated on the slot that was on Sky Radio, which was aired in early November and appeared to have been well-received by the community. The station asked the listeners to submit questions that will be answered by Louise Bussel, 4 questions were asked in response, which Louise will answer. A rota with topics has been agreed internally, to make sure regular 'sound bites' are being shared with the local community through the radio, this will be adapted based on questions and interest from people engaging with this approach. Jo asked if there was an option to access the clips through a link that is easier to access and download to prevent people from listening to a lengthy program. Marie agreed to find out if the Radio station would be happy for us to share the clips on different mediums and will update the group once an answer was provided.
- c) **Meeting note publishing process:** Ross let the group know due to system pressures there will be a delay in distributing the notes.
- d) **Groups role and remit:** The group is happy with the role and remit
- e) **Membership in the group:** Marie provided an update of group membership with Grant McKay from Skye and Lochalsh young carers to join the group. Kate agreed to contact the Scottish Ambulance Service and Marie agreed to contact Am Fasagadh to invite a representative from each to join the group.
- f) **Newsletter:** Marie asked the group to send over any images and content they felt would be appropriate for the newsletter. All content is to be sent to Nicola.

4. AOCB

Caroline asked if the Skye feedback survey was still running and asked for it to be made more accessible and visible to patients and staff. Marie confirmed that the survey was still running and 9 people had provided feedback so far. She would like the group to look at the current survey at the next meeting, to see if the questions and method are still appropriate to support this work.

Jo updated the group about the Highland Care funds for young people, Applications are being made now. The adult mental health and wellbeing fund is also available and EOIs are coming in and will be invited to apply. She also highlighted a series of support groups and events taking place to support the elderly community.

Sophie Isaacson notified the group about the 3 day Health and Wellness Health and Wellness, Winter community training and learning event that will take place in Portree in January 2023. A schedule and further details will follow.

Cathy praised the work of the group, explaining that she felt really positive about the groups role in sharing all of the community activity and work going on in the background.

5. Next meeting date - Wednesday 21st December 2022 via Teams