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Detail:

- 1) Note of Meeting between Cabinet Secretary, NHS Highland and SG Officials – 15 May 2024**

**NHS Highland and Scottish Ambulance Service Incident in Portree
Note of Meeting with Cabinet Secretary for Health and Social Care, NHS Highland and SG officials**

Present on call:

Cabinet Secretary for Health and Social Care

[REDACTED s38 PERSONAL INFORMATION]

[REDACTED s38 PERSONAL INFORMATION]

[REDACTED s38 PERSONAL INFORMATION]

[REDACTED s38 PERSONAL INFORMATION]

Dougie Maclaren (Deputy Director, Chief Operating Officer's directorate, Scottish Government)

[REDACTED s38 PERSONAL INFORMATION]

[REDACTED s38 PERSONAL INFORMATION]

[REDACTED s38 PERSONAL INFORMATION]

[REDACTED s38 PERSONAL INFORMATION]

Discussion

Cab Sec asked for an update from the NHS Highland Board on what had happened in Portree and whether the events of the previous weekend could have been prevented. [REDACTED s38 PERSONAL INFORMATION] said that the Board were still investigating but had produced an interim briefing note which Cab Sec had seen.

Cab Sec asked whether the event was sufficiently supported in terms of first aid. DM agreed to explore whether details could be obtained from Highland Council in respect of the event management plan.

ACTION: Dougie McLaren

Cab Sec asked [REDACTED s38 PERSONAL INFORMATION]. [REDACTED s38 PERSONAL INFORMATION]. These included keeping Portree open, supported by Broadford as the main hospital site. The Scottish Ambulance Service have invested in staffing so that there is a presence 70% of time, collocated with the urgent care service. The remaining 30% should be backed up by remote medical support from Broadford supported by nursing staff in Portree.

[REDACTED s38 PERSONAL INFORMATION] confirmed that a 24/7 urgent care service was in place for three years, but then staff were lost during the pandemic and the service has not been able to return to a full complement of staff. [REDACTED s38 PERSONAL INFORMATION] keen to engage with the public and restore trust and confidence. [REDACTED s38 PERSONAL INFORMATION] scheduled to meet with DFM, [REDACTED s38 PERSONAL INFORMATION] and local councillors in the coming days to brief them and outline next steps. [REDACTED s38 PERSONAL INFORMATION] gave commitment that the Board will complete the implementation of Sir Lewis Ritchie's recommendations.

Cab Sec asked for a delivery plan for 24/7 urgent care service to be submitted to him by NHS Highland as soon as possible. This should include any support which might be needed from the Scottish Government to achieve this.

ACTION: [REDACTED s38 PERSONAL INFORMATION]

Supplementary advice for Cab Sec

Highland Council website shows that:

- A public entertainment licence application needs an event management plan detailing medical and first aid cover. Such matters are for independent licensing authorities to consider and there is no direct SG involvement.
- Skye Live Ltd applied in February to the Highland Licensing Committee for a licence (licences granted are published retrospectively in Committee papers, but no further info regarding Skye Live 2024 has been published yet).

Event management plans and their contents are generally not publicly available, and so SG would need to request this from the Council. The SG is not involved in public entertainment licensing applications as these are undertaken between the applicant and the licensing authority (in this case Highland Council). As such, a request from the SG for information about a public entertainment licence application would not be normal practice. That said, Highland Council can decline a request if they do not wish to provide the information sought. Within this context, please can we check whether the Cabinet Secretary wishes an enquiry to be made with the Council.

2) Note of Follow-up Meeting between NHS Highland and SG Officials – 20 May 2024

Note of meeting on Skye OOH follow-up, 20 May 2024

Attendees

NHS Highland

[REDACTED s38 PERSONAL INFORMATION]

[REDACTED s38 PERSONAL INFORMATION]

SG

Dougie McLaren, Deputy Chief Operating Officer

[REDACTED s38 PERSONAL INFORMATION]

[REDACTED s38 PERSONAL INFORMATION]

- DM set out purpose of meeting as sharing information on timelines, wider engagement and what outstanding recommendations of the 2018 report (Sir Lewis Ritchie) the Board were focusing on.
- **[REDACTED s38 PERSONAL INFORMATION]** noted **[REDACTED s38 PERSONAL INFORMATION]** intention to submit a proposal to SG on Friday 24 May as per the action from the 15 May call with the Cabinet Secretary.
- The meeting noted as a reference point that **[REDACTED s38 PERSONAL INFORMATION]** had provided a progress report against the recommendations in Aug '23 to **[REDACTED s38 PERSONAL INFORMATION]**.
- **[REDACTED s38 PERSONAL INFORMATION]** noted some of the outstanding recommendations were for bodies other than NHS Highland, and this needed to be addressed in on-going governance (given that the Board originally commissioned the report).
- **[REDACTED s38 PERSONAL INFORMATION]** noted **[REDACTED s38 PERSONAL INFORMATION]** ongoing stakeholder engagement, including with Skye councillors that day and with community groups – and that there were some different views on what model of service would be acceptable (i.e. the detail of how to implement **[REDACTED s38 PERSONAL INFORMATION]** main recommendation for 24/7 out-of-hours urgent care access at Portree); e.g. some wanted a 24/7 Advanced Nurse Practitioner which was not a straightforward option.
- **[REDACTED s38 PERSONAL INFORMATION]** noted, even in a scenario of SG providing some additional funding, the contingency on workforce supply; e.g. it may be that agency/locum is required at least initially.
- **[REDACTED s38 PERSONAL INFORMATION]** noted that NHS Highland would internally undertake their normal incident report for the case where helpers tried to access support at Portree Hospital, but would not undertake this for the fatality given that SAS attended it.
- **[REDACTED s38 PERSONAL INFORMATION]** noted that **[REDACTED s38 PERSONAL INFORMATION]** had been passed a copy of the medical operations plan (i.e. not the event management plan) for the Skye Live event and had permission to share with SG. [this was done post-meeting]
- **[REDACTED s38 PERSONAL INFORMATION]** noted her continuing dialogue **[REDACTED s38 PERSONAL INFORMATION]**.
- All agreed to keep in close touch as the response developed.

3) Note of meeting between Cabinet Secretary, NHS Highland and SG Officials – 4 June 2024

Note of meeting with Cabinet Secretary and NHS Highland Executive Team – Response to Ritchie report recommendations.

4th June 2024

Cabinet Secretary for Health and Social Care
Dougie McLaren, Deputy Chief Operating Officer, NHS Scotland, SG
[REDACTED s38 PERSONAL INFORMATION] SG
[REDACTED s38 PERSONAL INFORMATION] NHS Highland
[REDACTED s38 PERSONAL INFORMATION] NHS Highland
[REDACTED s38 PERSONAL INFORMATION] NHS Highland
[REDACTED s38 PERSONAL INFORMATION] NHS Highland

- Cab Sec thanked NHS Highland for their submission on 24th May and reiterated thanks to the staff at Portree involved with the recent incidents.
- [REDACTED s38 PERSONAL INFORMATION] asked for clarity on whether SG preference was for Portree out-of-hours provision to have an open door or a closed door with access. All options presented involve a closed door with access.
- [REDACTED s38 PERSONAL INFORMATION] confirmed that Option 3 had been worked up in collaboration with [REDACTED s38 PERSONAL INFORMATION] Scottish Ambulance Service.
- [REDACTED s38 PERSONAL INFORMATION] keen to ensure pace in planning a timeline of engagement with the local community on the way forward for urgent care services and to establish clear understanding with the public on what is meant by urgent care and emergency response. Need absolute clarity on what the service will look like.
- Cab Sec urged NHS Highland to ensure that options presented made the best use of resources. Interested in paramedic-led or paramedic-supported option but need to understand the full implications of this.
- DM made the point that there could be a high level of scrutiny of the solution put in place on Skye and that it will be important to consider the potential implications for other remote and rural health service provision across Scotland.
- Cab Sec asked for further analysis of the demand for urgent care services on Skye. He suggested that [REDACTED s38 PERSONAL INFORMATION] could continue to advise on the service model in Portree and that it should be designed with scenarios such as the anaphylaxis incident on 11th May in mind.
- Cab Sec asked for confirmation of the suggested start date of 19th July for 24/7 access. NHS Highland to continue dialogue with [REDACTED s38 PERSONAL INFORMATION], continue engagement with local community and to provide further detail on the resource requirements for the respective options. Aim to have a commitment to a revised service model by the end of June 2024.
- Any additional funding requirement would need Accountable Officer sign-off.
- Noted that NHS Highland may defer the community stakeholder meeting scheduled for 5 June until further clarity is achieved on the service model and staffing resource.
- Officials will continue to work with NHS Highland to explore the issues discussed further.

4) Extracts of the Out of Hours Policy Team Meetings

Extracts from OOH Team Meetings regarding provision on Skye:

May 1:

- [REDACTED s38 PERSONAL INFORMATION] sent an email to NHS Highland last week, and is awaiting a response to this.

May 8:

- [REDACTED s38 PERSONAL INFORMATION] advised that there is no major update; [REDACTED s38 PERSONAL INFORMATION] is due to meet [REDACTED s38 PERSONAL INFORMATION] shortly and in advance of the Implementation Group planned for the end of June.

May 22:

- [REDACTED s38 PERSONAL INFORMATION] advised the Cab Sec is expecting an action plan update by the end of this week. [REDACTED s38 PERSONAL INFORMATION] is meeting with the Chief Exec and Board Chair on 22 May. [REDACTED s38 PERSONAL INFORMATION] preliminary report, [REDACTED s38 PERSONAL INFORMATION] is unsure if the senior management team has had sight of this.

May 29:

- The Action Plan has now been received from NHS Highland in relation to provision in Portree and the team will shortly meet to discuss the content.
- The team are meeting with the Unscheduled Care Team this afternoon to discuss various MICASEs that have been received in order to coordinate responses and contributions.
- There has been requests [REDACTED s38 PERSONAL INFORMATION] for the Cabinet Secretary and/or the First Minister to visit Portree, which [REDACTED s38 PERSONAL INFORMATION] has provided some advice on. There is an agreement that it should be recommended that a Ministerial visit would be appropriate, but not until NHS Highland have had the opportunity to act upon their Action Plan.

June 5:

- [REDACTED s38 PERSONAL INFORMATION] noted that the team have responded to a couple of Ministerial cases where the advice has been for the FM and Cabinet Secretary to not visit Skye at this stage, in order to allow the Board have begun implementation of the new service model.
- It was noted that the Cabinet Secretary met with the NHS Highland Executive team yesterday, with the focus of the discussion being around the timescales and feasibility of the options set out in the Action Plan. A note of this meeting has been issued to team.

- The meeting between the community and the Executive Team meeting set for this afternoon has been postponed, which has attracted negative press.

June 19:

- **[REDACTED s38 PERSONAL INFORMATION]** a submission to the Cabinet Secretary last week recommending Option 2 from NHS Highland's action plan be implemented, which has been agreed. SG have now written a letter to NHS Highland to confirm SG support for this option.
- The meeting with the local community, which was previously postponed, has now been rescheduled and will take place on the afternoon of 20th June.
- **[REDACTED s38 PERSONAL INFORMATION]** advised that **[REDACTED s38 PERSONAL INFORMATION]** has been in touch with **[REDACTED s38 PERSONAL INFORMATION]** to discuss how the options set out in the action plan deliver against expectations in the community. The importance of the NHS 24 pathway has been identified as key.
- **[REDACTED s38 PERSONAL INFORMATION]** also advised that recently met with the **[REDACTED s38 PERSONAL INFORMATION]** regarding the availability of the ANP resource, and whether or not they will be peripatetic.

June 26:

- **[REDACTED s38 PERSONAL INFORMATION]** advised that Highland have provided copies of the slides and copies of correspondence which went to the Community Group and the Chair of the Implementation Group, following the meeting which took place last week.
- A letter from the Cabinet Secretary to the Board is currently being prepared which will likely go out later this week.
- **[REDACTED s38 PERSONAL INFORMATION]** has met with **[REDACTED s38 PERSONAL INFORMATION]** since the meeting and it was advised that there are plans for **[REDACTED s38 PERSONAL INFORMATION]** to meet with the community in July, which will include SAS colleagues and to which **[REDACTED s38 PERSONAL INFORMATION]** has been invited.
- **[REDACTED s38 PERSONAL INFORMATION]** suggested that it would be useful to know NHS 24 dispositions of Skye in advance of the meeting.