

Co-production in Skye, Lochalsh & SW Ross

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Consultation & Co-production in Skye, Lochalsh & SW Ross

CONSULTATION

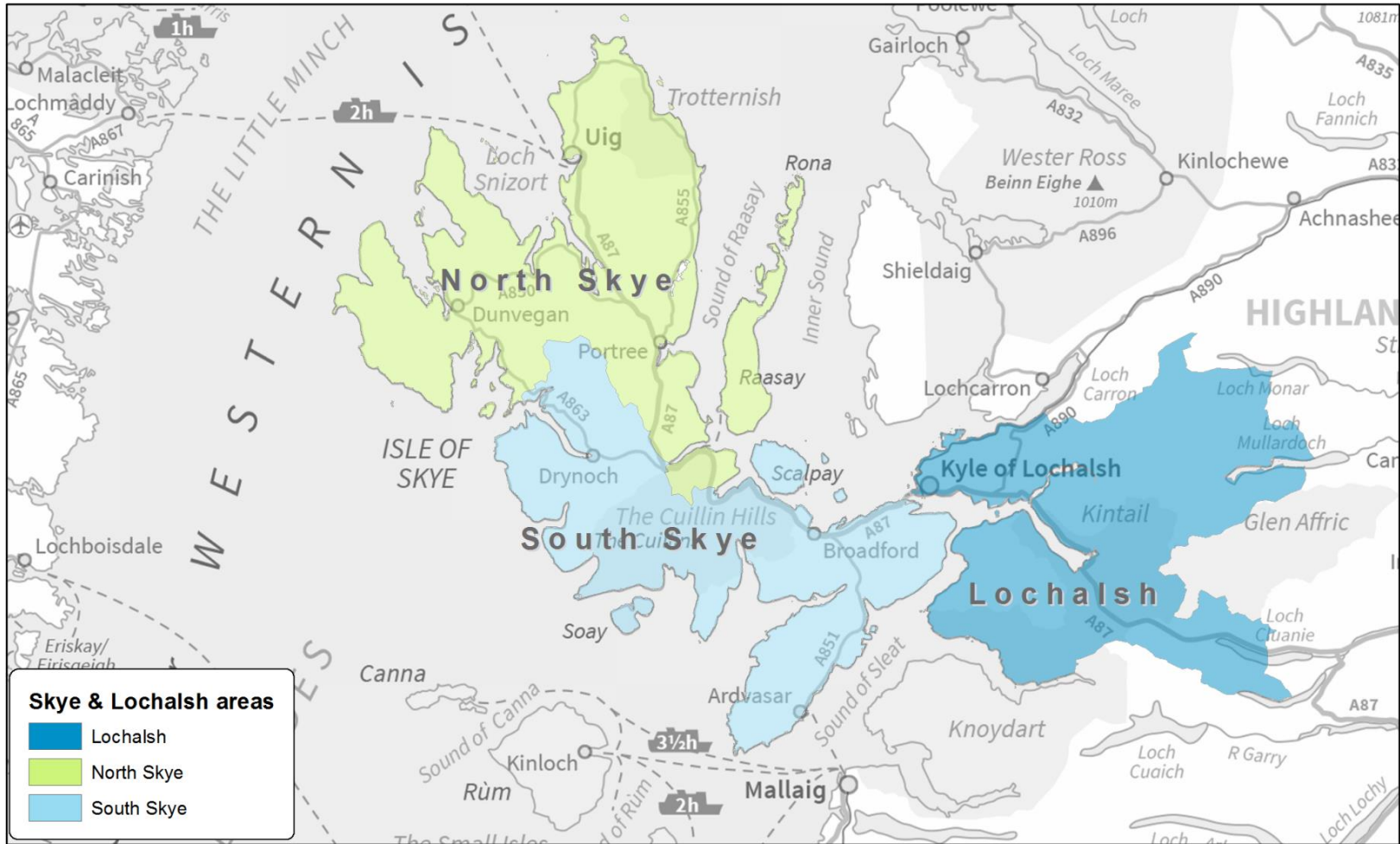
- Pre May 2018: major redesign of health and social care from 2013; urgent care changes from 2014


Result: conflict

CO-PRODUCTION

- May 2018: Sir Lewis Ritchie external view recommendations (15 sets)

Result: progress



<p>Skye and Lochalsh: Areas</p>	<p>Directorate of Public Health Health Intelligence Team Larch House, Inverness</p> 
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Date:

Ritchie report May 2018

- Recognised community & local practitioner concerns
- Focus on interagency & interdisciplinary service delivery
- Importance of education & training
- Role of infrastructure (housing, transport & access, roads, digital innovation)
- CO-PRODUCTION with independent facilitation

Ritchie implementation: progress

- First 6 months: active work streams and steering group but slow and challenging for community and NHS Highland
- Second 6 months: increased rate of progress, NHS24 and SAS engage
- June 2019: 24/7 ANP led OOH in Portree -Rural Support Team (RST)
- October 2019: NHS24 ANPs in Portree, working towards multidisciplinary and multiagency team
- November 2019: Additional SAS staff recruited, move from on call to shift work

Redesign: successful community engagement

- Listen: recognise costs and benefits for community as well as service
- Quantify community impact: what could ameliorate this?
- Explore with community and other agencies (housing, HIE) underlying reasons for recruitment and retention challenges: can they help?
- Needs assessment: identify local issues (transport, geography, demography, deprivation)
- Develop agreement on what is needed, and what is possible
- Review way in which NHS agencies & emergency services integrate with each other

Coproduction: essentials

- Independent facilitator
- Organisation and communication: dedicated resource
- Shared vision and clarity about aims, objectives
- Clear lines of accountability
- Local clinical engagement
- Building relationships and trust
- Evidence community has been listened to