

JUNE 2019

**SIR LEWIS
RITCHIE
HEALTHCARE
SERVICES
COMMUNITY
PROJECT
SUPPORT
OFFICER**

PROGRESS REPORT JUNE 2019

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Funders : Friends of Portree Hospital, Struan Community Trust, Dunvegan Community Trust, Edinbane Comm
Company & NHS SOS

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WHAT HAVE I BEEN WORKING ON?

The first month in post involved meeting lots of people, learning about the project and wide variety of challenges, different work streams and the structure of how the whole Sir Lewis Ritchie project runs.

Since beginning in February 2019 I have been working on the following;

- **Organising regular Community Leads meetings** to ensure all community leads have an opportunity to discuss their projects with the independent facilitator and each other and so that they can go to larger steering group meetings feeling more informed and united.
- **Creating smoother links between the Community Leads and the NHS / Professional Leads.** I have been working with the project officer from the NHS to try and ensure questions or challenges are dealt with quickly and people are not left wondering what is going on. This has meant that the progress and issues we are facing have been dealt with in a much more timely manner. Since being able to work with all of the workstreams I have been able to link different workstreams together when it has been apparent that it would be beneficial for enhanced co-production working would allow projects to progress in a more collaborative and better way when the right people have the opportunity to be 'at the table'.
- **Creating a shared calendar of meetings.** I have created an online meeting diary for all workstream leads to see. With so many meetings on each week, this helps people know where things are happening and timings.
- **Creating a community newsletter.** I have been working on a bi-monthly community newsletter to help to try and keep the community informed about the progress of each of the Sir Lewis Ritchie recommendations. The newsletter is distributed online and hard copies / poster versions have also been distributed around the SLWR area.

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WHAT HAVE I BEEN WORKING ON? CONTINUED..

- **Linking with the press.** I have worked on building relationships with local press to help make sure they are aware of important meetings and are able to attend if they are available to cover important developments. I have also been to Cuillin FM on a number of occasions to work with them to talk about progress and updates. I hope to develop on this further.
- **Working to ensure the May Meeting with Sir Lewis Ritchie ran smoothly**
I put in a lot of time in the run up to the meeting with Sir Lewis Ritchie to create joint presentations from each of the workstreams. This meant that each community lead gave a presentation along with their NHS professional lead. The presentations were done in a co-production manner and agreed in advance. I created 30 hard copies of all 12 workstreams presentations and bound them so that everyone on the day was fully informed. I also worked on the running order of the days / the food etc. It ran smoothly and the hard work paid off as everyone presented and had what they needed in front of them.
- **Attending meetings.** I attend roughly 2 - 3 meetings per week, sometimes more. Although I do not go along to a meeting if I don't think it is relevant, as my time is limited and there are so many workstreams to think about, there are a lot of decisions made and important updates which come from meeting and it is vital that I am up to date on where we are at in each of the workstreams so that I can ensure that the reports / updates are current and correct.
- **Co-ordination support for other agencies.** There have been a number of occasions when other parties have come to Skye hoping to connect with the community. I have been in the fortunate position to be able to push them to take their consultations / or talks wider than just Portree and ask them to reach out and visit more remote townships around the island. I have helped to coordinate some of their meetings or visits, or in some cases just suggested places where they should visit to really hear from remote communities. Examples of this include NHS24 consultations and SAS first responders visits.

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GOING FORWARD... SUMMER / AUTUMN 2019

The Spring was intense as I found my feet with the Sir Lewis Ritchie Health Care project, learnt how it worked and helped to drive the whole project towards the meeting with Sir Lewis Ritchie at the end of May. We've seen some fantastic achievements come from the workstreams over the past 6 months with Urgent Care opening again in Portree and the beds about to open in Portree hospital.

Going forward, now that we have some real tangible updates and developments, I hope to **Connect more with Community Trusts around North Skye**, meeting each trust, introducing myself and telling them all about the recent progress of the SLR project. I have scheduled in a series of meetings already for June & July and hope to build on that as well as attending events like the Agri shows through the summer to meet people and talk about the project.

I will also be involved in the planning of the next major phase of the SLR project, as we prepare for an independent facilitator to come to Skye through Autumn 2019 and engage with the community to put together an **Options Appraisal** and talk about the best way forward for future provision of care in North Skye, looking ahead and thinking about what possibilities could really make a difference to peoples' lives.

I will also **work closely with the workstream groups who's projects are ongoing** and help them to try and keep communication lines open and keep things moving along nicely. There are some very exciting projects for the SLWR area in the pipeline and I will do my best to ensure that the community are at the forefront of every decision which is being made.

Finally, I will **continue working on community communication** with the press, the local radio station and on our bi-monthly community newsletters to keep the community informed as to how the workstreams are progressing and what that means for them.

Thank you again for your support with this position. The project is complex, and innovative and I believe having this post in place has really helped with it's progress and enhanced communication