



Overnight Primary Care Emergency Services in Fife Contingency Measures

FREQUENTLY ASKED QUESTIONS (FAQ)

1. Why is the contingency plan remaining in place?

Despite the best efforts of Fife Health & Social Care Partnership, the contingency measures need to remain in place as a result of the on-going difficulties in ensuring nursing and medical staffing overnight within the Primary Care Emergency Service (PCES).

Safety is our first priority. Continuing the contingency plan ensures that safe levels of clinical staffing is provided within the service. Every effort is being made to resolve out of hours staffing difficulties.

2. What does it mean for PCES services?

From 6.00pm to midnight (Monday to Friday) and 8.00am to midnight (weekends & public holidays) PCES will continue to be delivered as normal from:

- Queen Margaret Community Hospital, Dunfermline
- Glenrothes Community Hospital, Glenrothes
- St Andrews Community Hospital
- Victoria Hospital, Kirkcaldy

There will be no changes to the operation of the Minor Injuries Unit at Queen Margaret Hospital, which will continue as normal.

The contingency measures **apply between midnight to 8am**, where Primary Care Emergency Services (commonly known as Out of Hours) will be only be available at the Victoria Hospital, Kirkcaldy.

3. How long will contingency measures be in place?

The contingency measures continue for a further six months. A full review will take place at the end of January 2019.

4. What does it mean for me if I am ill?

If you become ill between **midnight and 8.00am** you should continue to access PCES services, as you normally would by calling NHS 24 (free phone 111).

If you are assessed as requiring care you will be allocated an appointment at the Victoria Hospital, Kirkcaldy. If your clinical need means you require a clinician to provide a home visit, this will be arranged as normal.

5. What if I require a home visit?

Your clinical condition will be assessed and if it is recognised that it would be more appropriate to review you at home, a home visits will be organised.

6. What if I cannot drive?

We always recommend a centre as the best place to have a consultation due to the equipment and facilities available there. Under the contingency measures, between midnight and 8.00am you will be directed to the Victoria Hospital, Kirkcaldy.

If you cannot drive to a centre we suggest a family member or friend helps you.

If this cannot be organised or is not suitable, we will arrange for a clinician to call you and make measures to support you.

Any decision made will be to ensure the right outcome with the right clinician at the right time.

7. I live in North East Fife. Do I have to travel to Kirkcaldy?

Arrangements are in place with NHS Tayside so that people who live in the area, including St Andrews, Leuchars and Guardbridge can be seen at King's Cross Hospital in Dundee to help reduce travel.



8. How many people use PCES services between midnight and 8.00am?

Around 11 people attend Queen Margaret, Glenrothes and St Andrews centres during the night at any one time and 8 home are made. The number of people presenting at the Victoria Hospital has remained within this normal activity during the contingency measures. No patient complaints have been received regarding or during the contingency arrangements but we will continue to monitor this closely.

The Victoria Hospital was chosen for its central location, adjacency to Accident and Emergency and easy access for admission to hospital wards where required. It ensures equal access to safe clinical services for all the people in Fife.

9. What does the on-going contingency measures mean for PCES services going forward?

We reassure that we are taking every action open to us to respond to the ongoing pressures, which are being felt at both a national and local level. There is not an immediate fix, but the Partnership is taking every step available to try and resume services. This includes advertising to recruit Nursing and GP staff and working with GP leads to encourage our existing workforce to support the service wherever possible.

At the same time, we must look at sustainable solutions to secure safe and stabilised services in the immediate and long term. This requires transformation of traditional health and social care ways of working and service models. Approved by Partnership Board Members in June, our Joining Up Care consultation (2 July – 8 October 2018) is the opportunity for the public to have their say on new ways of working and re-designing services. This includes the re-design of Out of Hours as one of three main programmes of change.

In the meantime, the contingency measures will be continuously monitored with a full review at the end of January 2019.

End