



**The Remote and Rural Healthcare Education Alliance**

**Centre of Excellence**  
**Recruitment & Retention Sub-Group**  
**Meeting Notes**  
**4<sup>th</sup> October 2021**  
**10am – 11am**

**Present:**

Claire Savage	Chair, Senior Project Lead, RRHEAL
Iain MacDiarmid	Workforce Planning, NHS
Donna McEwan	Community member & ex Skills Development Scotland
Cathy Shaw	NHS Highland District Manager
Ian Blair	Programme Manager, Scottish Rural Medicine Collaborative (SRMC)
Charles Crichton	Retired GP, Portree
Catriona MacDonald	Community Member
Kelly Boyd	GP, NHS Highland
Roslyn MacDonald	RRHEAL Administrative Assistant
Hannah MacLeod	GP, NHS Highland
Donna Jack	Portree and Braes Community Trust health group
Campbell Grant	Chairman, Sitekit
Sophie Isaacson	Community Health and Wellness Officer
Anne Gillies	Chair, Raasay Community Council

1.	Welcome & Introductions	Action
	<p>Claire introduced Ros to the group who gave an overview of the structure of meetings. Claire then introduced herself and asked the rest of the group to introduce themselves.</p> <p><b>Donna McEwan</b> - community member on the group and has 36 years of experience in the career service. Predominantly based in Skye, Wester Ross and laterally Lochaber as well. Was careers advisor for 18 years and managed the careers service from Ullapool to Kinlochleven dealing with schools and with adults and redundancy.</p> <p><b>Iain Blair</b> – Lives in Orkney and works for the Scottish Rural Medical Collaborative funded by the Scottish Government to work to find ways of improving recruitment and retention in rural healthcare Scotland.</p> <p><b>Charles Crichton</b> – Retired GP finished clinical GP and community hospital work 2 years ago. Has observed remote and rural life both as professional and in community and has seen ups and downs in recruitment and retention in the area over the years. Charlie is on the Board of the Highland Hospice and Skye Cancer Care and hopes to be able to contribute usefully to the group.</p> <p><b>Catriona MacDonald</b> – community member living in Portree for last 7 years. She is involved with other people within the community in working initially against but latterly over last 3 years with NHS Highland to try to ensure that there are core health and care services in Skye and particularly North Skye. She is involved in implementing Sir Lewis</p>	

	<p>Ritchie Report on Healthcare. Recruitment and Retention of staff is a big issue for the NHS and the community and she hopes that this group will take a more structured approach to this challenge.</p> <p><b>Iain MacDiarmid</b> – Is a Workforce Planning Manager in NHSH for the last 2months but has been with NHSH for nearly 14 years in the Learning &amp; Development department. As part of his new role he is hearing a lot about difficulty in recruitment and retention and is keen to help support group going forward.</p> <p><b>Cathy Shaw</b> – Lead Nurse for Remote and Rural Support Team. A geographically spread team of advanced nurse and paramedic practitioners that cover West Highland. These practitioners work both in and out of hours. Cathy is also a part-time District Manager for Skye, Lochalsh and Wester Ross.</p> <p><b>Kelly Boyd</b> – GP Kyle of Lochalsh and lives on Skye. Kelly would like to spend her administrative time not advertising for staff and filling other roles. Previously was involved in Doctor education and research with the University of Aberdeen. Kelly wants to live in a thriving community with decent jobs and not have to plug gaps.</p> <p><b>Donna Jack</b> – Nurse in Portree Hospital. Donna is keen to ensure services in the area are sustainable going forward.</p> <p><b>Anne Gillies</b> – Chair of Raasay community council. Over last 5 years the Raasay community has been fighting hard to get resident nurses on Raasay as service was being withdrawn. Raasay now have 4 resident nurses which Anne says makes a big difference with regards to healthcare and safety. They provide continuity of service as the nurses know the community members. Raasay set up a website to advertise the posts and received 27 applicants and shortlisted and employed 6 to do the job.</p> <p><b>Hannah MacLeod</b> – From Dundee and a rural GP for last 12 years sees recruitment and retention as important. Hanna is keen to show GPs in training how good it is to work in a rural placement and what the local area can offer, highlighting it would be good to have progress and positive outcomes from this group.</p> <p><b>Campbell Grant</b> – is a local resident and echoes what Kelly Boyd said and is keen for people to come to Skye, to enjoy work and the lifestyle and ensure services are robust. Background is in engineer in computer software production mainly for NHS England.</p> <p><b>Sophie Isaacson</b> – works for the community development trust in north Skye on implementation of Ritchie report. Excited to be part of group and see it get off the ground. Did some work a year ago on recruitment and retention. Claire keen for Sophie to share report with Cathy Shaw and Iain MacDiarmid as highlights important issues NHSH need to take on board regarding recruitment and retention in the area.</p> <p><b>Action for Sophie to check if report can be shared.</b></p>	1.
2.	<b>Aim of Group &amp; Terms of Reference (ToR)</b>	
	<p>Claire asking if anyone in the group would like clarification on the ToR.</p> <p>Charles Crichton - para 3 – highlighting experience over the years and a factor in retaining people was salary/income as from previous experience you earned the same whether you were in an urban setting or remote setting. Advising system in place for equivalent salaries but now GPs in remote and rural areas earn 25% less than urban areas so this is an essential factor from a GP point of view that requires to be carried forward.</p>	

	<p>Iain Blair from SRMC – response suggesting this is a contributing factor but not a primary factor for ToR.</p> <p>Claire advised there are 25 subgroup members. The idea is that this is a working group. Claire proposed we divide into smaller action groups to work together to progress things.</p>	
<b>3.</b>	<p><b>Overview of Making it Work: A Sustainable Workforce Framework</b></p>	
	<p>Claire advised full report is available on Teams Channel for group members to view. Claire went over the framework and advised she has also done a short presentation on some of the work that was done in Scotland, that recording will accompany the note of the meeting.</p> <p>The way forward is to address all the areas of the Framework, the planning, recruitment and retention and will drive the work that we do.</p> <p>Catriona – advised the group about two important meetings with NHS Highland and all partners involved in implementing Ritchie Report. Catriona expressed concern regarding the current options appraisal and if it addressed the Public Health and Health Intelligence assessment of the populations health needs. Consideration of this needs assessment is vital and there is concern that wider NHS managers involved in the options appraisal and Ritchie implementation are unaware of the assessment. NHS Highland need to make leap from needs assessment to what it means for the services needed in North Skye and essential for NHS Highland to make connection.</p> <p>Cathy Shaw – agreeing with Catriona, suggesting Louise Bussell should be invited to this group and be able to answer questions and have knowledge about this group that has been created.</p> <p><b>Action for Cathy Shaw to liaise with Louise Bussell re. group.</b></p> <p>Iain Blair – Highlighted that the reason he is attending as a member of the group is for Remote &amp; Rural Scotland and not just Skye stating he is interested in issues generally, but not able to help with specific issues for Skye.</p> <p>Iain McDairmid – Advised that his role in workforce planning is new to NHSH but sees the importance of linking service planning, health needs assessment, finance and workforce planning which has not been done before. Highlighting we need to look at the wider R&amp;R picture.</p> <p>Claire advised that we are using Skye as case study example. We can learn from these case study projects and share this learning with the rest of Remote &amp; Rural Scotland.</p> <p>Kelly Boyd – is not from Portree but works in mainland Lochalsh. The population service needs differ in her area of work stating, there are complex differences between north and south ends of Skye and the mainland of Localash, emphasising projects will need to be area/locality based. Kelly is heartened by Anne’s successful recruitment example in Raasay and keen to see what we can take and learn from this.</p>	<b>2.</b>
<b>4.</b>	<p><b>Recruitment &amp; Retention health &amp; social care priorities in West Highland</b></p>	
	<p>Claire – suggested we will divide into 3 groups: planning, recruiting, and retention interlinked sub-groups. We have 25 members and we need to consider how we could use members. From NHSH perspective we need to get the recruitment and retention priorities in West Highland.</p> <p><b>Action for Cathy Shaw and Iain McDairmid to identify 2 key priorities in area as far as recruitment &amp; retention are concerned.</b></p>	<b>3.</b>

<b>5.</b>	<b>Evaluation of process and subgroup outcomes</b>	
	<p>Claire – outlined within ToR key element is evaluation and looking at process into achieving outcomes needs to be considered. Aware CoE Evaluation Group and CM advised that people working on this. Claire suggesting linking in with Chair of that group.</p> <p>CM advising there is no chair but there are some people discussing evaluation and getting funding for it.</p> <p><b>Action for Claire to link in with Ronald MacDonald re. evaluation.</b></p>	<b>4.</b>
<b>6.</b>	<b>AOB</b>	
	Nothing to add.	

### List of Actions

<b>No.</b>	<b>Action</b>	<b>Status</b>
1.	Action for Sophie to check if local Recruitment & Retention report can be shared.	
2.	Action for Cathy Shaw to liaise with Louise Bussell re. attendance at a subgroup meeting.	
3.	Action for Cathy Shaw and Iain McDairmid to identify 2 key priority recruitment & retention areas for West Highland.	
4.	Action for Claire to link in with Ronald MacDonald re. possible evaluation	

### Dates of Future Meetings

Monday 29<sup>th</sup> November 10.00am to 11.00am

Monday 24<sup>th</sup> January 10.00am to 11.00am

Monday 21<sup>st</sup> March 10.00am to 11.00am

Monday 16<sup>th</sup> May 10.00am to 11.00am

Monday 11<sup>th</sup> July 10.00am to 11.00am