

Developing models of working in the North of Scotland (NoS): Health Protection on call - a focus on **improvement**



Maggie Watts (NoSPHN Lead / DPH NHS Western Isles), Pip Farman (Public Health Specialist /NoSPHN Coordinator)
pip.farman@nhs.net 01463 704789. With acknowledgements to all the NoS colleagues involved.

Our aim: improvement Our objectives:



Share practice, understand variation, suggest and deliver improvements.



Explore and develop options for securing acceptable, resilient, sustainable local health protection on call services.

Important
Message

Ensure the needs of the NoS population and requirements for the delivery of on call services are well understood and reflected in national developments.

Our tests of change and learning:



Sharing of guidance (definitions, thresholds and what is responded to out of hours)



HPZone access across Boards and IT improvements



Sharing of CPD / support – how best to develop learning opportunities



In and out of hours work – understanding variation



Developing resilience (people / quality)



First on call – defining what will good look like?

Our variation in thresholds are not as different as we thought but our manuals / guidance do look very different

Cross Board access to HPZone can be done with existing licences

CPD sharing is happening – wider support opportunities need planning

We are seeking to understand how what we do in hours affects what we do out of hours

We're still working on this one

This needs to reflect the needs of our remote and rural populations