Overnight Primary Care Emergency Services in Fife Contingency Measures

FREQUENTLY ASKED QUESTIONS (FAQ)

1. Why is a contingency plan being put in place?

Despite the best efforts of Fife Health & Social Care Partnership, the contingency measures have been implemented as a result of difficulties in ensuring appropriate nursing and medical staffing overnight within the Primary Care Emergency Service (PCES).

Safety is our first priority. Implementation of the contingency plan ensures that services are being provided with safe levels of clinical staffing. Every effort is being made to resolve out of hours staffing difficulties as quickly as possible.

2. What does it mean for PCES services?

From Monday, 9 April, 2018, all PCES centres will continue to operate as normal from 6.00pm to midnight (Monday to Friday) and 8.00am to midnight (weekends & public holidays).

However, overnight, from midnight to 8am, no PCES services will be delivered at:

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

Overnight PCES services will be available at Victoria Hospital, Kirkcaldy. This contingency measure will be in place for a three month period.

Only PCES services will be affected - there will be no changes to the operation of Minor Injuries Unit at Queen Margaret Hospital, which will continue as normal.
3. **How long will contingency measures be in place?**
The contingency measures will begin on Monday 9 April 2018 and run for three months. We will continue to review these over this period.

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 new 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. Where this is not possible, we will ask if it is possible to take a taxi.
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. **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. They will now go to the centre at the Victoria Hospital which has been chosen for its central location, adjacency to Accident and Emergency and easy access for admission to hospital wards where required.

8. **What does this mean for PCES services going forward?**
The contingency measures will be reviewed in three months.

End