**Update for key stakeholders
30 December 2022**

**Pressures at Raigmore**

Pressure across the system and in particular at Raigmore Hospital remains high with significant numbers of patients having been admitted over the past few days and very few patients being discharged. Since the morning of Thursday 29 December the hospital had been at ‘black’ level: the highest level of pressure. As from the morning of Friday 30 December the hospital has moved to ‘red’ level with the site remaining under significant pressure.

In particular, we have seen a high number of traumas such as hip fractures coming into the hospital and our flu cases remain significantly high, with around 30 people admitted with flu.

Support from across all areas of the organisation is being used and all available escalation is in place.

Measures being taken include opening additional beds – which includes asking staff to attend work when they had booked leave – early discharge if appropriate, and transferring less acutely unwell patients to community hospitals outside of the Inverness area. We have cancelled some outpatient appointments and are carefully prioritising elective operations. Other health boards are under similar pressure, so moving people outwith the area is not currently a possibility.

All of these measures will allow us to still admit the more serious cases. You can help by sharing the message that those who need medical care should use the most appropriate services.

People who need urgent care that is not life-threatening should call NHS 24 on 111. NHS 24 will direct them to the most appropriate care, which might be a minor injuries unit, phone or virtual appointment, pharmacy or A&E. There are minor injuries units at Aviemore and Nairn which are likely to have shorter waiting times that Raigmore – please call 111 before attending.

We are also asking people to check on vulnerable relatives or neighbours and take action to prevent falls. You can find more information about [falls prevention on our website.](https://www.nhshighland.scot.nhs.uk/health-and-wellbeing/falls-prevention/)

**Feedback**

If you have comments or queries please contact nhshighland.feedback@nhs.scot