**Update for key stakeholders
20 January 2023**

**Winter pressures**

Over the last week levels of pressure at Raigmore have lessened slightly, sitting mainly at amber as measured by our Operational Pressures Escalation Levels (OPEL) framework. The icy weather has caused a slight increase in injuries from falls and traffic accidents. We have continued to deliver urgent scheduled care, including cancer surgery.

People who need urgent care that is not life-threatening should speak to their GP or 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. Community pharmacies can also offer a range of treatments and prescriptions in some cases.

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/)

**Portree Urgent Care Centre**

We are pleased to confirm that from 14th January we recommenced urgent care centre services from Portree Hospital at weekends and bank holidays between 9am-6pm. We agreed we would have urgent care in place by June but also at the last meeting with Sir Lewis Ritchie it was agreed that work is required between clinicians to agree what this should look like. This work is underway.

The urgent care service is not a walk in centre or an emergency department and it is essential that people use either 111 or in an emergency situation 999 to ensure they get to the right place. In line with the definition of urgent care provided by the Scottish Government, the service at Portree is set up to respond to:

* sprains and strains
* suspected broken limbs (where x-ray is available)
* minor head injuries
* cuts and grazes
* bites and stings
* minor scalds and burns
* ear and throat infections
* skin infections and rashes
* eye problems
* coughs and colds
* high temperature in child and adults
* stomach pain
* being sick (vomiting) and diarrhoea
* emergency contraception

People should call 999 for chest pain, breathing difficulties or major trauma.

**Feedback**

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