

## Appendix A

### Roster programme for the festive period 2024-25

#### **Shetland non OOH Co-operative – 3 practices – 2,680 patients**

On the islands of **Yell, Unst and Whalsay** the Community Nursing services will continue to provide a service over the winter and festive periods as noted below:

Date	Day	Daytime Provision	OOHs Provision
December 25 <sup>th</sup> 2024	Wednesday (PH)	Yell/Whalsay – Normal Service Unst – On call provision 0830-1700	On Call 1700-0830
December 26 <sup>th</sup> 2024	Thursday (PH)	Yell/Whalsay – Normal Service Unst – On call provision 0830-1700	On Call 1700-0830
December 27 <sup>th</sup> 2024	Friday (normal working day)	Normal Service	On Call 1700-0830
December 28 <sup>th</sup> 2024	Saturday (weekend)	Normal Weekend Service	On Call 1700-0830
December 29 <sup>th</sup> 2024	Sunday (weekend)	Normal Weekend Service	On Call 1700-0830
January 1 <sup>st</sup> 2025	Wednesday (PH)	Normal Service	On Call 1700-0830
January 2 <sup>nd</sup> 2025	Thursday (PH)	Normal Service	On Call 1700-0830

#### **Shetland Out of Hours Co-operative Area – 7 practices – 19,570 patients**

##### **Arrangements for the Festive Holidays for the Out of Hours Co-operative**

All items in **bold** are additional provision that the Board is intending to put in place locally to help manage the situation. All these additions are agreed locally and all GP shifts have now been filled. (N.B. Out of Hours arrangements run from 5.30pm to 8.00am the following day 365 days per year and during the day at weekends and public holidays).

Date	Day	Daytime Provision	OOHs Provision
December 25 <sup>th</sup> 2024	Wednesday (PH)	Practices closed, call NHS24	Clinician on call 0800-0800

December 26 <sup>th</sup> 2024	Thursday (PH)	Practices closed, call NHS24 PCEC clinic in place 1000-1600	Clinician on call 0800-0800
December 27 <sup>th</sup> 2024	Friday (normal working day)	Practices open as normal	Clinician on call 1730-0800
December 28 <sup>th</sup> 2024	Saturday (weekend)	PCEC clinic in place 1000-1400	Clinician on call 0800-0800
December 29 <sup>th</sup> 2024	Sunday (weekend)	PCEC clinic in place 1000-1400	Clinician on call 0800-0800
January 1 <sup>st</sup> 2025	Wednesday (PH)	Practices closed, call NHS24	Clinician on call 0800-0800
January 2 <sup>nd</sup> 2025	Thursday (PH)	Practices closed, call NHS24 PCEC clinic in place 1000-1400	Clinician on call 0800-0800

### Patient Transport & Ambulance Services

Date	Day	Daytime Provision	OOHs Provision	Patient Transport Service (PTS)
December 25 <sup>th</sup> 2024	Wednesday (PH)	Date	Day	Daytime Provision
December 26 <sup>th</sup> 2024	Thursday (PH)	December 25 <sup>th</sup> 2024	Wednesday (PH)	2 x crews
December 27 <sup>th</sup> 2024	Friday (normal working day)	December 26 <sup>th</sup> 2024	Thursday (PH)	2 x crews
December 28 <sup>th</sup> 2024	Saturday (weekend)	December 27 <sup>th</sup> 2024	Friday (normal working day)	2 x crews
December 29 <sup>th</sup> 2024	Sunday (weekend)	December 28 <sup>th</sup> 2024	Saturday (weekend)	2 x crews
January 1 <sup>st</sup> 2025	Wednesday (PH)	December 29 <sup>th</sup> 2024	Sunday (weekend)	2 x crews
January 2 <sup>nd</sup> 2025	Thursday (PH)	January 1 <sup>st</sup> 2025	Wednesday (PH)	2 x crews

\*PTS on shift for PH but usually no scheduled care activity, however work activity could be negotiated locally.

## Dental Services

Over the festive season normal and emergency services will be provided as follows:

25/12	26/12	27/12	28/12	29/12	01/01	02/01
NHS 24	NHS 24	BAU	NHS 24	NHS 24	NHS 24	NHS 24

**Emergency On-Call Phone – 07827 283762  
(direct dial – NOT FOR PATIENT USE)**

## Pharmacy Services

Date	Day	Hospital Provision	Community Provision
December 25th 2024	Wednesday (PH)	On-call service via switchboard	All community pharmacies closed
December 26th 2024	Thursday (PH)	On-call service via switchboard	Boots 1300-1600
December 27th 2024	Friday (normal working day)	0900-1700 (closed 12.30-1.30)	All community pharmacies open as usual
December 28th 2024	Saturday (weekend)	On-call service via switchboard	All community pharmacies open as usual
December 29th 2024	Sunday (weekend)	On-call service via switchboard	All closed as usual
January 1st 2025	Wednesday (PH)	On-call service via switchboard	All community pharmacies closed
January 2nd 2025	Thursday (PH)	On-call service via switchboard	Laings 1300-1600

## Diagnostic Services

Date	Day	Medical Imaging	Labs	Audiology	Physiological Measurements
December 25 <sup>th</sup> 2024	Wednesday (PH)	On-call XR/CT only	On-Call Only	Closed	Closed
December 26 <sup>th</sup> 2024	Thursday (PH)	On-call XR/CT only	On-Call Only	Closed	Closed
December 27 <sup>th</sup> 2024	Friday (normal working day)	CT/MR/US/XR 0900-1700 then CT/XR On-call	0830-1700 Then on-call	Answering phone messages only NO REPAIRS SERVICE	0900-1700  Holter Analysis  Inpatient ECHO / Pacing checks on request
December 28 <sup>th</sup> 2024	Saturday (weekend)	On-call XR/CT only	On-Call Only	Closed	Closed
December 29 <sup>th</sup> 2024	Sunday (weekend)	On-call XR/CT only	On-Call Only	Closed	Closed
December 30 <sup>th</sup> 2024	Monday	CT/MR/US/XR 0900-1700 then CT/XR On-call	0830-1700 Then on-call	Answering phone messages only NO REPAIRS SERVICE	0900-1700  Holter Analysis  Inpatient ECHO / Pacing checks on request
December 31 <sup>st</sup> 2024	Tuesday	CT/MR/US/XR 0900-1700 then CT/XR On-call	0830-1700 Then on-call	Answering phone messages only NO REPAIRS SERVICE	0900-1700  Holter Analysis  Inpatient ECHO / Pacing checks on request
January 1 <sup>st</sup> 2025	Wednesday (PH)	On-call XR/CT only	On-Call Only	Closed	Closed
January 2 <sup>nd</sup> 2025	Thursday (PH)	On-call XR/CT only	On-Call Only	Closed	Closed
January 3 <sup>rd</sup> 2025	Friday				Closed  Inpatient ECHO on request

## Podiatry Services – Service Provision & Staffing Levels

DATE	DAY	STAFFING
December 25 <sup>th</sup> 2024	Wednesday (PH)	STAFFING
December 26 <sup>th</sup> 2024	Thursday (PH)	Closed
December 27 <sup>th</sup> 2024	Friday (normal working day)	Closed
December 28 <sup>th</sup> 2024	Saturday (weekend)	Duty Podiatrist
December 29 <sup>th</sup> 2024	Sunday (weekend)	Closed
January 1 <sup>st</sup> 2025	Wednesday (PH)	Closed
January 2 <sup>nd</sup> 2025	Thursday (PH)	Closed

Prior to this period, those patients who are assessed as requiring ongoing treatment over the festive period will be allocated appointments onto days when staff are in and working.

Community nursing will be contacted for other patients who require dressings on days when there is no Podiatry service.

A number of appointment slots will remain un-booked to allow for emergencies on 24<sup>th</sup>, 27<sup>th</sup>, 30<sup>th</sup>, 31<sup>st</sup>, December and 3<sup>rd</sup> January

## Dietetic Services – Service Provision & Staffing Levels

Date	Day	Hospital DT	Community DT
December 25 <sup>th</sup> 2024	Wednesday (PH)	Closed	Closed
December 26 <sup>th</sup> 2024	Thursday (PH)	Closed	Closed
December 27 <sup>th</sup> 2024	Friday (normal working day)	Urgent/Prioritised Cover	Urgent Cover
December 28 <sup>th</sup> 2024	Saturday (weekend)	Closed	Closed
December 29 <sup>th</sup> 2024	Sunday (weekend)	Closed	Closed
December 30 <sup>th</sup> 2024	Monday	Urgent/Prioritised Cover	Urgent/Prioritised Cover
December 31 <sup>st</sup>	Tuesday	Urgent/Prioritised Cover	Urgent/Prioritised Cover
January 1 <sup>st</sup> 2025	Wednesday (PH)	Urgent/Prioritised Cover	Urgent/Prioritised Cover
January 2 <sup>nd</sup> 2025	Thursday (PH)	Urgent/Prioritised Cover	Urgent/Prioritised Cover

## Occupational Therapy Services – Service Provision & Staffing Levels

Acute Occupational Therapy Services as below

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DATE	DAY	STAFF AVAILABLE
December 25 <sup>th</sup> 2024	Wednesday (PH)	Closed
December 26 <sup>th</sup> 2024	Thursday (PH)	Closed
December 27 <sup>th</sup> 2024	Friday (normal working day)	1 x OT and OTA
December 28 <sup>th</sup> 2024	Saturday (weekend)	Closed
December 29 <sup>th</sup> 2024	Sunday (weekend)	Closed
December 30 <sup>th</sup> 2024	Monday	1 x OT and OTA
December 31 <sup>st</sup> 2024	Tuesday	1 x OT and OTA
January 1 <sup>st</sup> 2025	Wednesday (PH)	Closed
January 2 <sup>nd</sup> 2025	Thursday (PH)	Closed

## Physiotherapy Services – Service Provision & Staffing Levels

DATE	DAY	STAFF AVAILABLE
December 25 <sup>th</sup> 2024	Wednesday (PH)	Closed
December 26 <sup>th</sup> 2024	Thursday (PH)	Closed
December 27 <sup>th</sup> 2024	Friday (normal working day)	Ward Cover, Prioritised Community and MSK service
December 28 <sup>th</sup> 2024	Saturday (weekend)	Closed
December 29 <sup>th</sup> 2024	Sunday (weekend)	Closed

December 30th 2024	Monday	Ward Cover, Prioritised Community and MSK service
December 31st 2024	Tuesday	Ward Cover, Prioritised Community and MSK service
January 1 <sup>st</sup> 2025	Wednesday (PH)	Closed
January 2 <sup>nd</sup> 2025	Thursday (PH)	Closed

Prior to this period, those patients who are assessed as requiring ongoing treatment over the festive period will be allocated appointments onto days when staff are in and working.

Urgent slots will be available as usual.

Community physiotherapy will be provided on a needs based assessment however there will be a reduced service to enable ward cover but all essential visits and contacts will be made.

### **Speech and Language Therapy – Service Provision & Staffing Levels**

DATE	DAY	STAFF AVAILABLE
December 25th 2024	Wednesday (PH)	Closed
December 26th 2024	Thursday (PH)	Closed
December 27th 2024	Friday (normal working day)	Ward/Community Cover for Urgent referrals
December 28th 2024	Saturday (weekend)	Closed
December 29th 2024	Sunday (weekend)	Closed
December 30th 2024	Monday	Ward/Community Cover for Urgent referrals
December 31 <sup>st</sup> 2024	Tuesday	Ward/Community Cover for Urgent referrals
January 1st 2025	Wednesday (PH)	Closed
January 2nd 2025	Thursday (PH)	Closed

## Facilities

Date	Day	Daytime Provision	OOHs Provision
December 25 <sup>th</sup> 2024	Wednesday (PH)	<p>Domestic - Normal working day</p> <p>Servery – Closed</p> <p>Kitchen – Skeleton staff working hours 6am -2pm</p> <p>Laundry – Closed</p> <p>Accommodation – Closed emergency keys available from reception</p>	<p>A&amp;E only</p> <p>Pager Support 12pm – 8pm &amp; 9pm- 5am</p> <p>Additional cleans should be authorised by Nurse in charge of hospital</p>
December 26 <sup>th</sup> 2024	Thursday (PH)	<p>Domestic - Normal working day</p> <p>Servery – Closed</p> <p>Kitchen – Skeleton staff working hours 6am -2pm</p> <p>Laundry – Closed</p> <p>Accommodation – Closed emergency keys available from reception</p>	<p>A&amp;E only</p> <p>Pager Support 12pm – 8pm &amp; 9pm- 5am</p> <p>Additional cleans should be authorised by Nurse in charge of hospital</p>
December 27 <sup>th</sup> 2024	Friday (normal working day)	<p>Normal working day all departments</p> <p>Accommodation – Closed emergency keys available from reception</p>	<p>A&amp;E only</p> <p>Pager Support 12pm – 8pm &amp; 9pm- 5am</p> <p>Additional cleans should be authorised by Nurse in charge of hospital</p>
December 28 <sup>th</sup> 2024	Saturday (weekend)	<p>Normal working day all departments</p> <p>Accommodation – Closed emergency keys available from reception</p>	<p>A&amp;E only</p> <p>Pager Support 12pm – 8pm &amp; 9pm- 5am</p> <p>Additional cleans should be authorised by Nurse in charge of hospital</p>
December 29 <sup>th</sup> 2024	Sunday (weekend)	<p>Normal working day all departments</p> <p>Accommodation – Closed emergency keys available from reception</p>	<p>A&amp;E only</p> <p>Pager Support 12pm – 8pm &amp; 9pm- 5am</p>

			Additional cleans should be authorised by Nurse in charge of hospital
January 1 <sup>st</sup> 2025	Wednesday (PH)	Domestic -Normal working day  Serving – Closed  Kitchen – Skeleton staff working hours 6am -2pm  Laundry – Closed  Accommodation – Closed emergency keys available from reception	A&E only  Pager Support 12pm – 8pm & 9pm- 5am  Additional cleans should be authorised by Nurse in charge of hospital
January 2 <sup>nd</sup> 2025	Thursday (PH)	Domestic -Normal working day  Serving – Closed  Kitchen – Skeleton staff working hours 6am -2pm  Laundry – Closed  Accommodation – Closed emergency keys available from reception	A&E only  Pager Support 12pm – 8pm & 9pm- 5am  Additional cleans should be authorised by Nurse in charge of hospital

### Community Psychiatric Nurses (CPNs)

Date	Day	Daytime Provision	OOHs Provision
December 25th 2024	Wednesday (PH)	On call RMN & Consultant Psychiatrist	On call RMN & Consultant Psychiatrist
December 26th 2024	Thursday (PH)	On call RMN & Consultant Psychiatrist	On call RMN & Consultant Psychiatrist
December 27th 2024	Friday (normal working day)	0900 – 1700 CMHT open as normal	1630 – 0000 On call RMN & Consultant Psychiatrist
December 28th 2024	Saturday (weekend)	On call RMN & Consultant Psychiatrist	On call RMN & Consultant Psychiatrist
December 29th 2024	Sunday (weekend)	On call RMN & Consultant Psychiatrist	On call RMN & Consultant Psychiatrist
January 1st 2025	Wednesday (PH)	On call RMN & Consultant Psychiatrist	On call RMN & Consultant Psychiatrist
January 2nd 2025	Thursday (PH)	On call RMN & Consultant Psychiatrist	On call RMN & Consultant Psychiatrist