

Briefing Note Template

Elected Member Briefing – *Primary Care Strategy Update*

Elected Member Briefing Note Ref. No. 2025-05

About this Briefing Note

Briefing by: *Lucy Flaws, Head of Planning, NHS Shetland*

Date: 4/9/25 (relating to seminar 29/8/2025)

Subject: Primary Care Strategy Development - Update

Public / ~~Exempt~~ / Confidential

if exempt or confidential explain risks and consequences.

Purpose

This briefing note is to provide a summary of the Primary Care Strategy Development update provided at the IJB seminar on 29th August 2025. . This seminar and briefing is to provide assurance to the IJB around the process of development.

Background

The strategy is being developed to ensure that people across Shetland experience the best possible health outcomes, regardless of location or background. A key driver is demographic change—there are now around 1,300 more people aged 65+ than a decade ago, which has implications for how primary care is delivered, as we know a lot of healthcare need is driven by age, we are also seeing more people living with more health conditions, and more complex health needs

Key points

- **Co-development Approach:** This is the first time NHS Shetland has co-developed a primary care strategy. The process is intentionally broad and inclusive, recognising the scale of change needed
- **Staff Survey Insights:** Over 80 responses were received across 9 domains. This a strong response rate for an information gathering survey. The team has analysed and themed all the free-text responses to identify areas of focus.
 - Some “quick fix” operational issues surfaced—like planning for staffing gaps, communication and supplementary shift planning—which can be looked at quickly, outside of a strategy
 - Themes identified are:
 - Access to Services
 - Technology
 - Business Processes/Workflow
 - Interfaces

- Networked Sites
- Workforce- Recruitment
- Workforce – Retention
- Patient Demographics
- Person-Centre Care
- Finance
- Leadership

There are a number of subthemes identified within each of these

Broader systemic challenges like housing for key workers are acknowledged, while these can't be addressed in a Primary Care Strategy the feedback supports input being provided to Shetland-wide initiatives

Next steps are to ask teams, managers and strategic leaders to rank the subthemes to help identify key areas of work for greatest impact. This will be alongside a public survey, to help us better understand what matters to patients, and what is likely to have the biggest impact on their experience and outcomes.

These findings will be written into a draft strategy, which will be brought back to the IJB for comment and input.

Overview

The strategy is still in development, entering the second phase of information gathering and analysis. The process is designed to be thoughtful and inclusive, aiming to build a robust framework for the next five years of primary care in Shetland. We hope sharing at this stage reflects a commitment to transparency, responsiveness, and long-term planning.

Last modified on: *Date*

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