



Rediscover the Joy of OOH Recruitment

Our Learning from a Collaboration of 4 Health Boards
(NHS Shetland, Western Isles, Orkney & Highland)
National OOH Event November 2019

Dr Kirsty Brightwell Associate Medical Director, NHS Western Isles
Dr Charlie Siderfin Lead GP, NHS Orkney
(Currently seconded to Primary Care Division, Scottish Government)



What Makes You Joyful?

- Take 2 minutes to write your thoughts on the form in front of you





What Makes You Joyful?

- Find someone in the room you don't know
- Introduce yourselves
- Take turns to talk about What Makes You Joyful





What Makes You Joyful?

- Find another pair in the room (preferably that you don't know)
- Share your thoughts and consider:
 - What might make someone at a different career stage or with different circumstances joyful?
 - How can you bring joy into OOH?
- Elect a spokesperson





What Makes You Joyful?

- Each group present thoughts to the room





What Makes GPs Joyful?





What Makes GPs Joyful?





Orkney's Islands Network of Care

- Oil rig model - development of contract models
- Creating a team – weekly videoconference:
 - Reduced isolation
 - Continuous improvement
 - Case discussion and mutual support
- Emergency care:
 - Standardisation and Training
- Continuity of care





Principles



- Bring Joy to General Practice
- Support Struggling Practices
- Values
- Relationships – Developing a Supportive Team
- Collaboration between 4 Boards
 - Stretch and Challenge
 - Continuous Improvement
 - NHS Shetland employer and HR
 - Scottish Rural Medicine Collaborative (SRMC) evaluation



Values in Recruitment

- Honesty / Transparency
- Patient-Centred / Holistic
- Compassion
- Flexibility
 - Advertising / Interview
 - All processes and interactions
- Resilience: Self / Team / Practice
 - Supporting Struggling Practices
 - Undertaking all aspects of GP work
- Continuous Quality Improvement





Relationships

- Started with Relationship between 4 Boards
- Developing Strong Relationships
 - Personalised, early communication with clinician
 - Assessment weekend
 - HR relationship manager and co-ordinator
 - Social media chat group
 - VC team meetings
- Attend Anywhere interview
 - Those unable to make weekend
 - Highlight values
 - Encourage ownership
- BASICS training





Supported Challenge

- Highly experienced GPs
- Challenges:
 - **Isolation**
 - VC / Social Media Group / email
 - **Emergency/Acute Care**
 - BASICS Training
 - Standardise kit and protocols
- Practices with long term issues
 - Diagnostic
 - Triangulation
 - Creating bespoke solutions





Can you Rediscover the Joy?

- What would your ideal job look like?
- What values would you want your team to have?
- How can you create strong Relationships in OOH teams?
- What could you do through collaboration:
(Locally / Regionally / Nationally)
 - Recruitment
 - Quality Improvement
 - Creative Service Redesign

