

## Flash report

### Hospital at Home

### Virtual Learning Session 5

### Working with other services

4 February 2021

Teams from Dundee City, NHS Lanarkshire and NHS Lothian shared their experiences of working with other services in the fifth virtual learning session of the Hospital at Home series.

#### Working with primary care

All three teams highlighted the importance of engaging with primary care colleagues.

Understanding the needs of GPs is essential to the successful running of a Hospital at Home service.

Many of the referrals to the Hospital at Home service came from GPs and the teams are in regular contact with the practices.

#### Working with community pharmacies

To help address any challenges that can occur regarding accessing medicines in the community, working closely with community pharmacists is key.

NHS Lanarkshire expressed how invaluable the role of district nurses in the team is as they have existing relationships with community pharmacists and knowledge of the systems.

#### Working with others day to day

There are a number of ways in which the teams communicate with other services on a daily basis.

The Dundee team use daily huddles with staff crossover to engage with others. The teams have also found that co-location with other services where possible is a great way to establish communication with other teams.

And there's no need to get complicated, simply picking up the phone or sending an email are also effective ways of keeping in touch.



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## Let them eat cake!



The teams found that if they co-located with other services, they were able to form 'soft' relationships which were hugely beneficial when looking for solutions to specific challenges.

NHS Lothian remarked that working in a small organisation allowed them to form good working relationships, allowing them to solve problems over a cup tea and some cake!

### Join our community

If you haven't already, make sure to join the Hospital at Home [Community Forum](#) on MS Teams to connect with colleagues in other services.

You'll find the recording from each of the learning sessions and a range of resources to support your service in the forum. The 'Resources' section from Learning Session 5 includes examples of [staffing structure](#) from teams in Scotland and much more!



### Dates for your Diary



25 February 2021

18 March 2021

23 March 2021

Technology

Decision Making & Care Planning

Drop in Session

With thanks to:

